Emergency Management Plan 2024

Alexandra and District Kindergarten

In an emergency dial **000**
for **police, ambulance or fire services**

Physical Address	15 Bayley Street, Alexandra, Vic, 3714
Phone Number	57721387
Email Address	Alexandra.kin@kindergarten.vic.gov.au
DET Region	North Eastern Victoria
QARD Area	Hume Area *(03)5771 4471* *email:* **hume.gar@education.vic.gov.au**
Bureau of Meteorology/Fire District	District 8- North Central
Is the Service on the Bushfire- At-Risk Register or Category 4?	No
Service SE Number	SE00002613
Provider PR Number	PR00001304
Approved Provider or Person with Management or Control (PMC) Approving Plan	Julia White
Nominated Supervisor	Tanya Jones
Date Plan Approved	21/02/2024
Next Review Date	Jan 2025

Contents

1. Purpose

The purpose of this Emergency Management Plan (EMP) is to provide details of how Alexandra & District Kindergarten will prepare for and respond to emergency situations.

2. Scope

This EMP applies to all staff, children, visitors, contractors, and volunteers at Alexandra & District Kindergarten.

3. Distribution

Record in the table below the people/organisations to whom you have distributed relevant parts of your plan (you can also include those who have provided authoritative advice).

Note: your EMP will contain sensitive/private information - to ensure compliance with the Privacy and Data Protection Act 2014 (Vic), only distribute the relevant parts of the Plan on a 'need to know' basis.

Name	Position Title and Organisation Name	Date Sent	Email Address or Postal Address
	DET Quality Assessment and Regulation Division Authorised Officer (Children's Services only)		Uploaded through Funded Agency channel
Julia White	Approved Provider /President-Alexandra Kindergarten		Printed and handed too directly
Sally Phelps Samantha Petersen	Administration- Alexandra Kindergarten		Kept on file at the kindergarten
Tanya Jones	Lead Educator - Alexandra Kindergarten		Printed out and kept in the office- Shown location
Kate Broadway/Rhiannon Aldous	Teacher Alexandra Kindergarten		Printed and kept in the office- Shown location
Assistants- Karen Shaw, Wendy Trye, Kelley Howell, Eliza Gesler, Stacey Kirley	Alexandra & District Kindergarten		Emailed to individual email addresses
Alexandra Kindergarten	Emergency Back Pack		Hard copy In the bag

In Case of Emergency

In an Emergency	
Call **Police, Ambulance, Fire Services**	**000**
For Advice call your **Service Manager** *Or*	*Liz Hellinaar* *Hume Region Manager* *1300 333 231*
DET Manager Operations and Emergency Management for your region	**North Eastern: Stuart Brain** Phone: 8392 9579 Mobile: 0427 895 398
Convene your **Incident Management Team**	

PART 1– EMERGENCY RESPONSE

4. Emergency Contacts

4.1 Emergency services

In an emergency requiring **POLICE, AMBULANCE AND FIRE SERVICES** attendance call **000**.

4.2 Service contacts

Key Roles	Name	Phone	Mobile
Approved provider or PMC	Julia White		0411 292 707
Nominated supervisor	Tanya Jones	0357721387	0428 710 347
Person in day-to-day charge	Tanya Jones	0357721387	0428 710 347
First Aid Officer	Tanya Jones	0357721387	0428 710 347
OHS Representative	Sally Phelps	0357721387	0431 471 463
Administration	Sally Phelps	0357721387	0431 471 463
Administration	Samantha Petersen	0357721387	0427 877 214
Early Childhood Educator	Wendy Trye	0357721387	0429 742 264
Early Childhood Educator	Stacey Kirley	0357721387	0400 330 281
Early Childhood Educator	Kate Broadway	0357721387	0401 176 263
Early Childhood Educator	Rhiannon Aldous	0357721387	0447 535 865
Early Childhood Educator	Kelley Howell	0357721387	0458 058 888
Early Childhood Educator	Karen Shaw	0357721387	0409 405 844
Early Childhood Educator	Eliza Gesler	0357721387	0400 229 221

4.3 Key organisational and Department of Education and Training (DET) contacts

Organisation	Name	Contact number
Quality Assessment and Regulation Division (QARD) Area Team	Hume Area	8392 9500
Regional Department of Education and Training (DET) Manager, Operations and Emergency Management	**North Eastern: Cristina Perra**	75053641 0448 284 749
	North Eastern Victoria Region • Eastern Metropolitan Area • Hume Area	1300 651 940 5771 4471
DET Regional Manager, Operations and Emergency Management	South Western Region	0407 861 841
	North Western Region	0418 509 953
	North Eastern Region	0448 284 749
	South Eastern Region	0438 018 269
OHS Representative		
<Add contacts as required>		
<Add contacts as required>		

4.4 Local/other organisations contacts

Organisation	Contact Number
Police Station	0357721040
Hospital/s	0357720900
Gas	N/A
Electricity	131799
Water Corporation	1800 45 45 00
Facility Plumber – Travis Capp Plumbing	0419 553 803
Facility Electrician- Jay Williams	0439 842 030
Local Government – Murrindindi Shire	03 5772 1233
SES (flood, storm and earthquake)	132 500
Victorian WorkCover Authority (formerly WorkSafe Victoria)	13 23 60
Department of Human Services regional office-SEYMOUR	5771 1600
DET Regional Office	1300 333 231
Notify of water and fire services cut off/bridge and road closure	1800 668 511

4.6 Reporting requirements

Early childhood services are reminded that they must report serious incidents to the relevant **DET QARD Area Team** in accordance with relevant regulatory requirements.

Service agreements also require approved providers to notify DET in the event of a serious incident.

For Education and care services operating under the National Quality Framework (NQF), which include kindergartens (pre-school), long day care services, outside school hours care services and family day care services, notifications of serious incidents, incidents and complaints must be submitted online via the National Quality Agenda IT System (NQA ITS)

- To make notifications, see: Notification types and timeframes | ACECQA, The National Quality Agenda IT System (NQA ITS) or call: 1300 307 415.
- For more information, see Regulation and Quality Assessment

For children's services operating under the Children's Services Act 1996 (Children's Services Act) limited hours services and occasional care services (for detailed service types, see here) notifications of serious incidents, incidents and complaints must be notified in writing within the specified timeframe.

To make notifications refer to page 6, Serious incidents available at: New regulatory requirements for Children's Services – Fact sheet

5. Incident Management Team

5.1 Incident Management Team (IMT) structure

Chief Warden/Nominated Supervisor
Tanya Jones- Educational Leader

First Aid Officer-
Tanya Jones -Teacher

Logistics Warden-
Sally Phelps- Administration
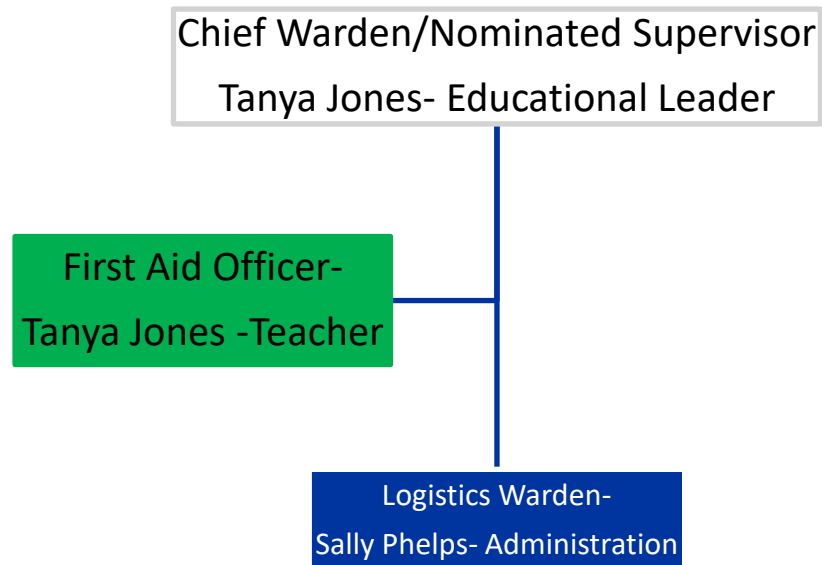
IMT Role/Activities	Primary Contact		Back-Up Contact	
Chief Warden/ Early Childhood Commander	Name	Tanya Jones	Name	Sally Phelps
	Phone/Mobile	0428710347	Phone/Mobile	0431471463
Planning tasks will be performed by:	Name	Wendy Trye	Name	Tanya Jones
	Phone/Mobile	0429742264	Phone/Mobile	0428710347
Operations (Area Warden) tasks will be performed by:	Name	Wendy Trye	Name	Tanya Jones
	Phone/Mobile	0429742264	Phone/Mobile	0428710347
Communications tasks will be performed by:	Name	Sally Phelps/ Samantha Petersen	Name	Pru Fraser
	Phone/Mobile	0431471463/ 0427877214	Phone/Mobile	0400725399
Logistics (Warden) tasks will be performed by:	Name	Wendy Trye / Stacey Kirley	Name	Karen Shaw/Eliza Gesler
	Phone/Mobile	0429742264/0409405844	Phone/Mobile	0400 229 221/0400 330 281
	Name	Rhiannon Aldous	Name	Kelley Howell
	Phone/Mobile	0447535865	Phone/Mobile	0458058888
Recovery tasks	Name	Rhiannon Aldous	Name	Kelley Howell

will be performed by:	Phone/Mobile	0447535865	Phone/Mobile	0458058888
First Aid tasks will be performed by:	Name	Tanya Jones	Name	Kate Broadway
	Phone/Mobile	0428710347	Phone/Mobile	0401176263
	Name	Wendy Trye	Name	Rhiannon Aldous
	Phone/Mobile	0429742264	Phone/Mobile	0447 535 865

5.2 Incident Management Team contact details

5.3 Incident Management Team (IMT) responsibilities

Incident Controller (Chief Warden)

Pre-Emergency
- Maintain current contact details of IMT members.
- Ensure children/staff with special needs list and staff trained in first aid list are up to date.
- Conduct regular exercises/drills.
- Ensure our emergency response procedures are kept up-to-date.
- Ensure staff on the IMT are aware of their responsibilities.

During Emergency
- Attend the emergency control point.
- Ascertain the nature and scope of the emergency.
- Ensure that the emergency services have been notified.
- Ensure the appropriate response has been actioned.
- Convene our IMT as required.
- Initiate evacuation of affected areas/lock-down/lock-out/shelter-in-place as required.
- Brief the incoming emergency services and respond to their requests.

Post- Emergency
- When the incident is rendered safe or the emergency services returns control, notify the IMT members to have staff and children return to normal operations.
- Organise debrief with the IMT and, where appropriate, with any attending emergency Service.
- Report serious incidents to the relevant Regulatory Authority in accordance with relevant regulatory requirements. Service agreements also require approved providers or licensees to notify DET in the event of a serious incident:
    - services operating under the National Quality Framework see DET Reporting NQF
    - services operating under the Victorian children's services legislation see DET Reporting Vic

Planning

Pre- Emergency
- Assist the Incident Controller.
- Identify resources required.
- Participate in emergency exercises/drills.

During Emergency
- Attend the emergency control point.
- Ascertain the nature and scope of the emergency.
- Report any changes in the situation to the Incident Controller.
- Act as directed by the Incident Controller.
- Plan for contingencies.

Post- Emergency
- Collect and evaluate information relating to the emergency.
- Identify recovery needs and develop a recovery plan (if required).

Operations (Area Warden)

Pre- Emergency
- Regularly check and report on deficiencies of emergency equipment and kits.
- Coordinate Safety practices (e.g. clear egress paths, access to first attack equipment e.g. fire extinguishers and disposal of rubbish) by wardens throughout their areas.
- Participate in emergency exercises/drills.

During Emergency
On hearing alarm or becoming aware of an emergency, the Operations Warden will:

- Attend the emergency control point.
- Communicate with the Incident Controller by whatever means available and act on instructions.
- Implement the emergency response procedure relevant to the floor or area and ensure that the Incident Controller is notified.
- Direct logistics officer (wardens) to check the floor or area for any abnormal situation.
- Commence evacuation if the circumstances on their floor or area warrant this.
- Control the movement of people.
- Co-opt persons as required to assist a logistics officer (wardens) during an emergency.
- Confirm that the logistics officer's (warden) activities have been completed and report this to the Incident Controller or a senior officer of the attending emergency services if the Incident Controller is not contactable.

Post Emergency
- Compile report of the actions taken during the emergency for the debrief.

Communications

Pre- Emergency
- Assist the Incident Controller.
- Attend training in the use of the service's communication system as appropriate.
- Maintain records and logbooks and make them available for emergency response.
- Ensure emergency and parent contact details are up-to-date.
- Participate in emergency exercises/drills.

During Emergency
- Attend the emergency control point.
- Ascertain the nature and location of the emergency. Maintain up to date information.
- Confirm that emergency services have been notified.
- Notify appropriate IMT members.

- At the direction of the Incident Controller provide instruction and information to staff, children and parents as required.
- Keep a log of events that occurred during the emergency.
- Act as directed by the Incident Controller.

Post- Emergency
- Collate logs of events completed by all IMT members during the emergency for the debrief and ensure they are secured for future reference.
- Contact parents as required.

Chief Warden/Early Childhood Commander

Pre-emergency
- Maintain current contact details of IMT members.
- Ensure 'Children and staff with additional needs' list and 'Staff trained in first aid' list are up to date.
- Ensure strategy to evacuate non-ambulate children is in place.
- Ensure ready access to an operating telephone or other similar means of communication to enable immediate communication to and from parents/carers and emergency services.
- Conduct regular exercises/drills in line with regulatory requirements.
- Ensure our emergency response and recovery procedures are kept up to date.
- Ensure staff on the IMT are aware of their responsibilities.

During emergency
- Attend the emergency control point.
- Ascertain the nature and scope of the emergency.
- Ensure that the emergency services have been notified.
- Ensure the appropriate response has been actioned.
- Convene our IMT as required.
- Initiate evacuation of affected areas/lock-down/lock-out/shelter-in-place as required.
- Brief the incoming emergency services and respond to their requests.

Post- emergency
- When the incident is rendered safe or the emergency services return control, notify the IMT members to have staff and children return to normal operations.
- Organise debrief with the IMT and, where appropriate, with any attending emergency service.
- Ensure recovery activities are considered and implemented as required.
- Complete the Post Emergency Record (see Appendix 1).
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements. Service agreements also require approved providers to notify DET in the event of a serious incident (see Reporting requirements in the Emergency contacts section)

Planning

Pre- emergency
- Assist the Chief Warden/Early Childhood Commander.
- Identify resources required.
- Participate in emergency exercises/drills in line with regulatory requirements.

During emergency
- Attend the emergency control point.
- Ascertain the nature and scope of the emergency.
- Report any changes in the situation to the Chief Warden/Early Childhood Commander.
- Act as directed by the Chief Warden/Early Childhood Commander.
- Plan for contingencies.

Post- emergency
- Collect and evaluate information relating to the emergency.
- Identify recovery needs and develop a recovery plan (if required).

Operations

Pre- emergency
- Regularly check and report on deficiencies of emergency equipment and kits.
- Coordinate safety practices (for example, clear egress paths, access to first attack equipment such as fire extinguishers and disposal of rubbish) by Wardens throughout their areas.
- Participate in emergency exercises/drills in line with regulatory requirements.

During emergency
- Attend the emergency control point.
- Communicate with the Chief Warden/Early Childhood Commander by whatever means available and act on instructions.
- Implement the emergency response procedure relevant to the floor or area and ensure that the Chief Warden/Early Childhood Commander is notified.
- Direct Logistics /Wardens to check the floor or area for any abnormal situation.
- Commence evacuation if the circumstances on the floor or area warrant this.
- Control the movement of people.
- Co-opt persons as required to assist Logistics (Warden/s) during an emergency.
- Confirm that the Logistics and Warden's activities have been completed and report this to the Chief Warden/Early Childhood Commander or a senior officer of the attending emergency services if the Chief Warden/Early Childhood Commander is not contactable.

Post emergency
- Compile report of the actions taken during the emergency for the debrief.

Communications

Pre- emergency
- Assist the Chief Warden/Early Childhood Commander.
- Attend training in the use of the service's communication system as appropriate.
- Maintain records and logbooks and make them available for emergency response.
- Ensure emergency and parent/carer contact details are up to date.
- Participate in emergency exercises/drills in line with regulatory requirements.

During emergency
- Attend the emergency control point.
- Ascertain the nature and location of the emergency. Maintain up to date information.
- Confirm that emergency services have been notified.
- Notify appropriate IMT members.
- At the direction of the Chief Warden/Early Childhood Commander provide instruction and information to staff, children and parents/carers as required.

- At the direction of the Chief Warden/Education Commander provide instruction and information to the staff member responsible for bulk messaging as required.
- Keep a log of events that occurred during the emergency.
- Act as directed by the Chief Warden/Early Childhood Commander.

Post- emergency
- Contact parents/carers as required.
- Collate logs of events completed by all IMT members during the emergency for the debrief and ensure they are secured for future reference.

Logistics

Pre- emergency
- Ensure staff are aware of the emergency response procedures.
- Carry out safety practices (e.g. clear egress paths, access to first attack equipment, for example, fire extinguishers and disposal of rubbish).
- Participate in emergency exercises/drills in line with regulatory requirements.

During emergency
Persons selected to perform as Logistics /Warden will carry out activities as set out in the emergency response procedures and as directed by Operations /Area Warden. Activities may include the following:

- o   Attend the emergency control point.
- o   Operate the communication system in place.
- o   Check that any fire doors and smoke doors are properly closed.
- o   Close or open other doors in accordance with the emergency response procedures.
- o   Search the floor or area to ensure all people have evacuated. This function is of greater importance than a later physical count of those evacuated.
- o   Ensure orderly flow of people into protected area.
- o   Assist non-ambulant occupants and those with disabilities.
- o   Act as lead of groups moving to nominated assembly areas.
- o   Report status of required activities to Operations / Area Warden on their completion.
- o   Act as directed by the Chief Warden/Early Childhood Commander.

Post- emergency
- Compile report of the actions taken during the emergency for the debrief.

Logistics (Warden)

Pre- Emergency
- Ensure staff are aware of the emergency response procedures.
- Carry out safety practices (e.g. clear egress paths, access to first attack equipment e.g. fire extinguishers and disposal of rubbish).
- Participate in emergency exercises/drills.

During Emergency
Persons selected to perform as Logistics Warden will carry out activities as set out in the emergency response procedures and as directed by the Operations Warden (Area Warden).

Activities may include the following:
- Attend the emergency control point.
- Operate the communication system in place.
- Check that any fire doors and smoke doors are properly closed.

- Close or open other doors in accordance with the emergency response procedures.
- Search the floor or area to ensure all people have evacuated. This function is of greater importance than a later physical count of those evacuated.
- Ensure orderly flow of people into protected area.
- Assist occupants with disabilities.
- Act as lead of groups moving to nominated assembly areas.
- Report status of required activities to the operations officer (area warden) on their completion.
- Act as directed by the Incident Controller.

Post- Emergency
- Compile report of the actions taken during the emergency for the debrief.

6. Communication Tree

Responsible Person/Nominated Supervisor
AH/mobile:
Tanya Jones 0428 710 347

Emergency Services
000

DET Regional Office
1300 333 231

Staff Member
AH/mobile:
Rhiannon Aldous

Staff Member
AH/mobile:
Karen Shaw/Stacey Kirley

Staff Member
AH/mobile:
Kelley Howell/Eliza Gesler

Approved Provider/Licensee or Person with Management or Control/Licensee Representative
Julia White
0411 292 707

Parents/person with lawful authority A-I

Parents/person with lawful authority J-Q

Parents/person with lawful authority R-Z

7. Staff Trained In First Aid

Note: Education and care services must comply with the requirements set out in regulation 136 (first aid qualifications) of the Education and Care Services National Regulations 2011 (National Regulations), and children's services must comply with the requirements set out in regulation 95 (Staff members to have first aid and anaphylaxis management training) of the Children's Services Regulations 2020.

Staff Member	Training	Date Qualified To
Tanya Jones	Level 2 First Aid, Anaphylaxis, CPR, Asthma	23.06.2025
Kate Broadway	Level 2 First Aid, Anaphylaxis, CPR, Asthma	03.04.2026
Kelly Howell	Level 2 First Aid, Anaphylaxis, CPR, Asthma	18.07.2026
Karen Shaw	Level 2 First Aid, Anaphylaxis, CPR, Asthma	26.07.2024
Wendy Trye	Level 2 First Aid, Anaphylaxis, CPR, Asthma	25.11.2024
Rhiannon Aldous	Level 2 First Aid, Anaphylaxis, CPR, Asthma	18.07.2026
Rebecca Smith	Level 2 First Aid, Anaphylaxis, CPR, Asthma	18.07.2026
Eliza Gesler	Level 2 First Aid, Anaphylaxis, CPR, Asthma	21.09.2026
Stacey Kirley	Level 2 First Aid, Anaphylaxis, CPR, Asthma	07.05.2027

8. Core Emergency Response Procedures

8.1 on-site evacuation/relocation procedure

When it is unsafe for children, staff and visitors to remain inside the facility, the Chief Warden/Early Childhood Commander on-site will take charge and activate the IMT if necessary.

- Call 000 and inform emergency services of the nature of the emergency.
- Determine which of your facility's pre-identified on-site evacuation points is most appropriate to use.
- Assemble children, staff and visitors at your nominated on-site evacuation points Back gate to carpark, front double gates to Bayley street or front door through the foyer.
- Take the child attendance list, staff attendance list and visitors sign in, your Emergency Kit/First Aid Kit, a copy of this EMP and an ipad, an operating telephone or other similar means of communication to enable immediate communication to and from parents/carers and emergency services.
- Once at the assembly point, check all children, staff and visitors are accounted for.
- Ensure communications with emergency services is maintained.
- Wait for emergency services to arrive or provide further information.
- Confirm with emergency service personnel that it is safe to return to normal operations.
- Seek advice from your PMC if required.
- Maintain a record of actions/decisions undertaken and times.
- Contact parents/carers as required or as per service policy.

Actions after on-site evacuation/relocation procedure

- Ensure any children, staff or visitors with medical or other needs including those that are non-ambulant are supported.
- Determine whether to activate your parent/carer reunification process.
- Determine if there is any specific information staff, children and visitors need to know (e.g. reunification process or areas of the facility to avoid).
- Print and issue pre-prepared parent letters as appropriate.
- Undertake operational debrief with staff and Incident Management Team to identify any on-site evacuation and procedural changes that may be required.
- Complete your Post Emergency Record form.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

8.2 Off-site evacuation procedure

If it is unsafe for children, staff and visitors to remain on the facility's grounds the Chief Warden/Early Childhood Commander on-site will take charge and activate the IMT if necessary.

- Call 000 for emergency services and seek and follow advice.
- Determine which off-site assembly point you will evacuate children, educators, staff and visitors to.
- Assemble children, staff and visitors at your nominated on-site Carpark near Foodworks

- Take your emergency kit/first aid kit (including your children, educator and staff attendance lists and a copy of this EMP and an operating telephone or other similar means of communication to enable immediate communication to and from parents/carers and emergency services)
- Once at assembly point, check all children, staff and visitors are accounted for.
- Ensure communications with emergency services is maintained.
- Wait for emergency services to arrive or provide further information.
- Confirm with emergency service personnel that it is safe to return to normal operations.
- Seek advice from your PMC if required.
- Maintain a record of actions/decisions undertaken and times.
- Contact parents/carers as required or as per service policy.

Actions after off-site evacuation procedure

- Ensure any children, staff or visitors with medical or other needs including those that are non-ambulant are supported.
- Determine whether to activate your parent/carer reunification process.
- Determine if there is any specific information staff, children and visitors need to know (e.g. reunification process or areas of the facility to avoid).
- Print and issue pre-prepared parent/carer letters as appropriate.
- Undertake operational debrief with staff and IMT to identify any off-site and procedural changes that may be required.
- Complete your Post Emergency Record form (see Appendix 1).
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section)

8.3 Lock-down procedure

When an external and immediate danger is identified and it is determined that the children should be kept securely inside the building the Chief Warden/Early Childhood Commander on-site will take charge and activate the IMT if necessary.

- **Call 000** for emergency services and seek and follow advice.
- Initiate the lock-down and provide instructions to staff, for example, close internal doors and windows, remain in classroom, sit below window level, or move into corridors.
- Ensure any children, staff or visitors with medical or other needs and including those that are non-ambulant are supported and have access to any required medications.
- Check that all external doors (and windows if appropriate) are locked.
- If available, allocate educators/staff to be posted at locked doors to allow children, educators, staff and visitors to enter if locked out.
- Divert parents/carers and returning groups from the facility if required.
- Ensure a telephone line is kept free.
- Keep public address system free.
- Keep main entrance as the only entry point. It must be constantly monitored and no unauthorised people allowed access.
- As appropriate, ascertain that all children, staff and visitors are accounted for.
- If it is safe to do so, have an educator/staff member wait at the main entry to the facility to guide emergency services personnel.
- As appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
- Seek advice from your PMC if required.
- Maintain a record of actions/decisions undertaken and times.
- Contact parents/carers as required or as per service policy.

Actions after lock-down procedure

- Ensure any children, staff or visitors with medical or other needs and including those that are non-ambulant are supported.
- Determine whether to activate your parent/carer reunification process.
- Determine if there is any specific information staff, children and visitors need to know (e.g. reunification process or areas of the facility to avoid).
- Print and issue pre-prepared parent/carer letters as appropriate.
- Undertake operational debrief with educators and staff and IMT to identify any lock-down and procedural changes that may be required.
- Complete your Post Emergency Record form (see Appendix 1).
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

8.4 Lock-out procedure

When an internal immediate danger is identified and it is determined that children should be excluded from buildings for their safety the Chief Warden/Early Childhood Commander on-site will take charge and activate the IMT if necessary.

- **Call 000** for emergency services and seek and follow advice.
- Announce lock-out with instructions about what is required. Instructions may include nominating staff to:
  - o lock doors to prevent entry
  - o check the premises for anyone left inside
  - o obtain Emergency Kit
- Determine which of your facility's pre-identified on-site evacuation point/s is most appropriate to use.
  Ensure any children, staff or visitors with medical or other needs and including those that are non-ambulant are supported and have access to any required medications.
- Assemble children, staff and visitors at your nominated on-site evacuation point Shamrock hotel rear carpark.
- Check that children, staff and visitors are all accounted for.
- Where appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
- Seek advice from your PMC if required.
- Maintain a record of actions/decisions undertaken and times.
- Contact parents/carers as required or as per service policy.

Actions after lock-out procedure

- Ensure any children, staff or visitors with medical or other needs are supported.
- Determine whether to activate your parent/carer reunification process.
- Determine if there is any specific information educators, staff, children and visitors need to know (e.g. reunification process or areas of the facility to avoid).
- Print and issue pre-prepared parent/carer letters as appropriate.
- Undertake operational debrief with staff and IMT to identify any lock-out and procedural changes that may be required.
- Complete your Post Emergency Record form (see Appendix 1).
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

8.5 Shelter-in-place procedure

When an incident occurs outside the early childhood service and emergency services or the Chief Warden/Early Childhood Commander determines the safest course of action is to keep children, educators and staff inside a designated building in the facility (as evacuation might reasonably expose people to a greater level of danger), the Chief Warden/Early Childhood Commander on-site will take charge and activate the IMT if necessary.

- **Call 000** for emergency services and seek and follow advice.
- Move all children, staff and visitors to your pre-determined shelter-in-place location Kitchen (refer to Guide).
- Take your emergency kit/first aid kit (including your children and staff attendance lists and a copy of this EMP and an operating telephone or other similar means of communication to enable immediate communication to and from parents/carers and emergency services)
- Check that all children, staff and visitors are accounted for.
- Ensure any children, staff or visitors with medical or other needs and including those that are non-ambulant are supported and have access to any required medications.
- Ensure communications with emergency services is maintained. Wait for emergency services to arrive or provide further information.
- Where appropriate, confirm with emergency services personnel that it is safe to return to
- Maintain a record of actions/decisions undertaken and times.
- Seek advice from your PMC if required.
- Contact parents/carers as required or as per service policy.

Actions after shelter-in-place procedure

- Ensure any children, staff or visitors with medical or other needs are supported.
- Determine whether to activate your parent/carer reunification process.
- Determine if there is any specific information educators, staff, children and visitors need to know (e.g. reunification process or areas of the facility to avoid).
- Print and issue pre-prepared parent/carer letters as appropriate.
- Undertake operational debrief with staff and IMT to identify any shelter-in-place and procedural changes that may be required.
- Complete your Post Emergency Record form (see Appendix 1).
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9. Specific Emergency and Critical Incident Response Procedure

These generic procedures are a guide only and should be reviewed and adapted as appropriate to ensure relevance to your service.

Remove any of the pre-populated procedures for hazards/threats which are not relevant to your facility. Add any procedures for emergencies and critical incidents you have identified in your risk assessment which are not provided in this section.

Note: Under regulation 168(2)(e) of the National Regulations, services operating under the NQF and under regulation 66(2) services operating under the Children's Services Act, must have emergency procedures that are based on a risk assessment identifying potential emergencies that are relevant to the service. As such, ensure you complete the risk assessment before updating emergency response procedures.

9.1 Asbestos
- Isolate the area:
  - vacate everyone from the affected area
  - restrict entry to the identified area by i.e. locking a room; erecting temporary fencing and/or placing tape around the area.
- Erect signage at entrances to affected area indicating unauthorised personnel must not enter.
- Notify and/or seek advice from your PMC if required.
- If the service is on a shared site, notify building management/owner.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
- Insert any additional steps, including mitigation steps that you have identified in your risk assessment

9.2 Bomb/substance threat

If a suspicious object is found (or the threat identifies the location of a bomb)

Immediate response
- Immediately clear and cordon off the area in the vicinity of the object.
- Call **000** for police and seek and follow advice.
- Report the threat to the Chief Warden/principal who will coordinate the emergency response until police arrive.
- Do not approach, touch, tilt or tamper with the object.

Evacuation
- Evacuate the facility and:
  - ensure children and staff are not directed past the object
  - alert any other services co-located at the site
  - check that all children, staff and visitors are accounted for
  - restrict all access to the site and ensure there are no barriers inhibiting access by police.

Communication

- Provide police with details of the situation, including actions you have taken and intend to take. Follow any advice provided by police.
- Contact parents/carers when evacuation is complete and it is safe to do so.
- Notify and/or seek advice from your PMC or DET regional emergency management staff if required.
- Await "all clear" advice from police before returning to buildings to resume normal activities.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

If a bomb/substance threat is received by telephone (see checklist at Appendix 2):
- **DO NOT HANG UP**
- Keep the person talking for as long as possible and obtain as much information as possible.
- Without alerting the caller, signal a co-worker if possible to:
  - call 000 for police on a separate phone
  - notify the Chief Warden
- Fill out the *Bomb Threat Checklist* and record the details while you are on the phone to the caller if possible (the checklist should be located with staff who normally answer in-coming phone calls).

If a bomb/substance threat is received by letter:
- Place the letter in a clear bag or sleeve and store in a secure place.
- Avoid any further handling of the letter or envelope.
- Call 000 for police and seek and follow advice.
- Notify the Chief Warden.
- If the letter identifies the location of a device, immediately clear and cordon off the nominated area. Do not approach, touch, tilt or tamper with the object.
- Implement evacuation and communication procedures as indicated in section **"If a suspicious object is found"** above.

If a bomb/substance threat is received electronically e.g. by email:
- **DO NOT DELETE THE MESSAGE.**
- Call 000 for police and seek and follow advice.
- Notify the Chief Warden.
- If the email identifies the location of a device, immediately clear and cordon off the area. Do not approach, touch, tilt or tamper with the object.
- Implement evacuation and communication procedures as indicated in section **"If a suspicious object is found"** above.

If you are at the site of an explosion:
- Direct staff to shelter children e.g. under sturdy tables or cots if objects are falling around you.
- Implement evacuation and communication procedures as indicated in section **"If a suspicious object is found"** above. Do not retrieve personal belongings or make phone calls when evacuating.
- Help others to leave the area. Use stairs instead of elevators.
- Be aware of weakened floors and stairways and watch for falling debris.
- Once out of the affected building:
  - Move children away from windows and glass doors or other potentially hazardous areas
  - Use caution to avoid debris that could be hot or sharp
  - Call 000 for emergency services and seek and follow advice
  - Be aware of any potential secondary explosions
  - Limit use of phones as communications systems may become congested.

9.3 Building fire

- Activate the fire alarm.
- If appropriate, follow the procedure for on-site evacuation.
- Report the emergency immediately to the Chief Warden who will convene your IMT if necessary.
- Extinguish the fire (only if safe to do so).
- Evacuate to the Rear or Front gate, closing all doors and windows (if safe to do so).
- Check that all areas have been cleared and notify the Chief Warden.
- Check that all children, staff, visitors and contractors are accounted for.
- Notify and/or seek advice from your PMC if required.
- Contact parents/carers as required.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
- Insert any additional steps, including mitigation steps that you have identified in your risk assessment

9.4 Bushfire/Grassfire

Triggers for Action:
The need for action by the facility is triggered when there is a bushfire or grassfire that:
- is observable, or
- identified via Vic Emergency App within 20 km from the facility, or
- there is an Advice, Watch and Act, Emergency Warning or Evacuation message that includes your Facility.

Immediate Actions:
- If immediate emergency services assistance is required phone '000'.
- Seek advice from your DET regional emergency management team or your local QARD Area Team. They can gain additional information and advice from emergency services for you.

Name	Role	Mobile number
	Manager Operations and Emergency Management	
	Emergency Management Support Officer	
	QARD Area Team	

- Convene your Incident Management Team (IMT)
- Continue to monitor conditions such as wind change, size of fire, direction of travel.
- Continue to monitor warnings and advice messages through the VicEmergency App or website.
- If there is a bushfire or grassfire in your watch zone with an associated warning area that does not cover the facility site, seek further advice to determine if any actions are necessary.

Other sources of Information:
- Vic Emergency Hotline on 1800 226 226 for any information on the incidents and warnings in your area.
- ABC local radio – use a Wind up powered radio if necessary due to the possibility of power outages.

Actions for the Facility when it is within a VicEmergency warning area:

VicEmergency Warning	What it means	Facility Actions
Advice Warning	Issued to notify the community that an incident/event has occurred that may escalate to impact on life or property. Actions may be recommended for preparedness or vulnerable groups.	If your facility is in an Advice Warning area, then seek advice and monitor conditions as they may change.
Watch and Act Warning	Issued when an incident/event is likely to or is directly impacting the community. They need to take action now.	If your facility is in a Watch and Act Warning area, seek advice and then decide whether to: remain on site, shelter in place (if required) and monitor the situation call parents/carers to pick up their children
Emergency Warning	Issued when the community is in imminent danger of an incident/event and need to take action now.	If your facility is in an Emergency Warning area and the warning states that it is too late to leave, then shelter in place and seek advice. Advise parents/carers that they should not travel at the facility to pick up their children. If parents/carers do arrive, then advise them to also shelter in place with staff and children at the facility.
Prepare to Evacuate	**Prepare to Evacuate** – Issued when it is recommended to that the community should quickly prepare to leave the area. This may include undertaking actions to prepare their family, gather critical items and protect their property.	If your facility is in an Evacuation area; comply with evacuation instructions provided and seek advice.
Evacuate Now	**Evacuate Now** – Issued when the community is recommended to immediately leave or processes are in place to evacuate communities.	If your facility is in an Evacuation area; comply with evacuation instructions provided and seek advice.

Sheltering in Place:
If sheltering-in-place is required, move all children, staff and visitors to the Shelter in Place if possible, provided it is safe to do so.

- Take your emergency kit, a first aid kit, your EMP and child and staff attendance lists.
- Check fire equipment including: torches, water, batteries, radio, water, mops, buckets, facility portable phone, P2 smoke masks, personal protective equipment and mobile phone are in the shelter in place.
- Check that all children, staff and visitors are accounted for.
- Ensure communications with emergency services are maintained.
- Advise parents/carers that the facility is sheltering in place and they should not come to pick their children up.
- If parents/carers arrive, encourage them to stay with their children at the facility.
- Check all windows and doors in the shelter in place are closed (but doors are not locked).
- Any sprinkler system around the facility grounds to be turned on (if this does not compromise other water-based defence systems).

- If safe to do so, relocate cars and any other movable combustible objects to greater than 20m from the *Shelter in Place* and the evacuation path between the shelter in place and Onsite Bushfire Evacuation location and Offsite Bushfire Evacuation Location (if appropriate).
- Staff should attend to children who show signs of or are known to be susceptible to smoke.
- The Communications Officer or a nominated person is to monitor the phones and/or radios to ensure that communication is maintained.
- Wait for emergency services to arrive or provide further information.
- Any decision to leave the Shelter in Place should only occur on advice of emergency services
- Continually monitor Shelter in Place for embers or building ignitions and immediately put them out, when safe to do so. Staff, where possible, should wear full length, fire resistant natural fibre clothing (e.g. wool or cotton) and other personal protective equipment including; goggles, leather gloves and P2 smoke masks, for patrolling the Shelter in Place for embers and building ignitions.
- If the Shelter in Place has ignited and is not safe to extinguish – evacuate to the Onsite Evacuation Location or Offsite Bushfire Evacuation Location (if appropriate), via the defined route.
- Maintain a record of actions/decisions undertaken and times.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
- Turn on Air Purifiers in all rooms

Pre-emptive Actions:
This facility:
- As specified in our service condition certificate, will close on a Catastrophic Fire Danger Rated day

A sample Closure Checklist is provided at Appendix 3.

9.5 School Bus Emergency N/A

The following procedure relates to services participating in the DET School bus program. Services operating facility owned buses will need to develop a separate emergency response procedure and comply with relevant national regulatory requirements.

- Call 000 to request emergency assistance if required.
- Monitor the VicEmergency website, app, emergency broadcast information on television or radio for ongoing emergency information and warnings
- Have a map of school bus route document
- Convene an Incident Emergency Management Team (IMT) as required
- Notify and/or seek advice from your PMC and/or DET regional emergency management staff as required.
- Notify parents/carers of children of the affect to the bus service (as advised by the coordinating school principal), including communication with families regarding need to pick up and/or different drop arrangements
- Contact the bus coordinating school principal or PMC as appropriate to confirm that parents/carers of children have been notified.
- If bus is stopped at the service when children are at the facility*:*
  - o liaise with the coordinating school principal, including to determine whether the bus is allowed to leave the facility
  - o hold all children on affected services at the facility until the all clear is given
  - o instruct the bus driver not to leave the facility until the all clear is given.
  - o communication with families regarding need to pick up and/or different drop arrangements

- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
- Insert any additional steps, including mitigation steps that you have identified in your risk assessment

9.6 Child abuse

Follow the four critical actions (of the Child protection in early childhood (PROTECT) protocol) to respond to incidents, disclosures and suspicions of child abuse:

1. Responding to an emergency:
Ensure immediate safety. If a child has just been abused, or is at immediate risk of harm you **must** take reasonable steps to protect them. These include:
- separating the alleged victim and others involved, ensuring all parties are supervised by a service staff member
- arranging and providing urgent medical assistance where necessary by:
  - administering first aid assistance
  - **calling 000 for an ambulance or urgent police assistance**
  - preserve evidence.

2. Reporting to authorities:
If the source of suspected abuse comes from within the service you must comply with legislative requirements (including Reportable Conduct Scheme and Child Safe Standards):
- you must contact Victoria Police via your local police station
- you must report internally to management (approved provider)
- you must notify QARD
- you must identify a contact person at the service.

If the source of suspected abuse comes from within the family or community:
- you must report to DFFH Child Protection if a child is considered to be:
  - in need of protection due to child abuse
  - at risk of being, harmed (or has been harmed), and the harm has had, or is likely to have, a serious impact on the child's safety, stability or development.
- you must also report suspected sexual abuse (including grooming) to Victoria Police
- you must also report internally to management (your approved provider in all instances)
- you must notify QARD of any serious incidents, circumstances, or complaints which raise concerns about the safety, health, and wellbeing of a child being educated and cared for by a service (see Reporting requirements in the Emergency contacts section).

If you believe that a child is not subject to abuse, but you still hold significant concerns for their wellbeing, see Family support - DHHS Services (dffh.vic.gov.au) and Making a report to child protection - DFFH Service Providers (dffh.vic.gov.au)

3. Contact parents/carers:
- Before contacting parent/carer, you must contact Victoria Police or DFFH Child Protection (depending on who the report has been made to). They will advise your service about whether it is appropriate to contact parents/carers at this stage.
- Where advised to be appropriate, your service should make sensitive and professional contact with parents/carers as soon as possible on the day of the incident, disclosure or suspicion.

- For advice on what information can be shared, see [Privacy and information sharing](#).

4. Providing ongoing support:

Where appropriate, services should consider:
- establishing regular communication with the child's parent/carer to plan support strategies and discuss a child's progress, and the success of any support strategies
- engage allied health professionals with expertise in addressing child abuse and trauma to support the service to design and implement support strategies.
- establish a safety plan, in instances where the abuse has been led by a person within the service, and/or visiting the service to mitigate risk of further abuse.

As appropriate, refer children and their families to a wide range of support services, specialising in providing tailored support and advice for children impacted by abuse and their families e.g. the Centre Against Sexual Assault (CASA), Australian Childhood Foundation, Safe Steps, the Domestic Violence Resource Centre, [Family support - DFFH Services (dffh.vic.gov.au)](#)

9.7 Earthquake

- Call **000** if emergency services are needed and seek and follow advice.
- The Chief Warden will convene the IMT if necessary.
- Notify and/or seek advice from your PMC if required.

If Outside:

Instruct staff and children to:
- Stay outside and move away from buildings, street lights and utility wires.
- DROP, COVER and HOLD
    - DROP to the ground
    - Take COVER by covering your head and neck with their arms and hands
    - HOLD on until the shaking stops.
- Ensure any children, staff or visitors with medical or other needs and including those that are non-ambulant are supported.

If Inside:

Instruct staff and children to:
- Move away from windows, heavy objects, shelves and any other potential hazards
- DROP, COVER and HOLD
    - DROP to the ground
    - Take COVER by getting under a sturdy table or other piece of furniture or go into the corner of the building covering their faces and head in their arms
    - HOLD on until the shaking stops.
- Ensure any children, staff or visitors with medical or other needs and including those that are non-ambulant are supported.

After the earthquake:
- Evaluate the need to evacuate if there are uncontrolled fires, gas leaks or structural damage to the building you are in.
- If you evacuate, watch out for fallen trees, power lines, and stay clear of any structures that may collapse.
- Arrange medical assistance where required.
- Help others if you can.
- Report any matter concerning the safety and wellbeing of children, staff and visitors to the Chief Warden.
- Contact parents/carers as required.
- Tune in to ABC radio if you can and follow any emergency instructions.

- If the service's property is damaged and it is safe to do so, take notes and photographs for insurance purposes.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.8 Flood

- **Call 000** if immediate/life threatening.
- Monitor the VicEmergency website and/or VicEmergency App.
- Contact the VicEmergency hotline on 1800 226 226 for information.
- Monitor the Bureau of Meteorology website for weather updates and weather warnings and follow the advice.
- Report emergency to the Incident Support and Operations Centre on 1800 126 126.
- Notify and/or seek advice from your PMC if required.
- Listen to local radio or TV on battery-powered sets for weather warnings and advice.
- Do not drive, ride or walk through floodwater.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.9 Heat (extreme)

To minimise the risks associated with extreme hot weather, services must develop appropriate strategies and measures. Actions may include the following:

- Call '000' if immediate medical assistance is required

Scheduling/Activities:
- Restrict outdoor time.
- Cancel or re-schedule any outdoor activities by duration and intensity i.e. to start earlier or later in the day when the heat is less intense, and to include more rest breaks.
- Consider using approved alternative venues to modify and relocate activities during extreme hot weather (e.g. sports programs moved to indoor area).
- Reschedule/move children from rooms with direct sunlight/no cooling.
- In extreme weather conditions, consider adjusting dismissal time accordingly.
- Ensure children make use of extra shade from both man-made structures (e.g. sails and umbrellas) and natural features such as trees to provide cooler environments for outdoor activities.
- Implement sun and UV protection policy
- Where possible, ensure sufficient shelter is available for children awaiting pick-up by parents/carers.

Hydration:
- Ensure children and staff continue to hydrate and monitor the hydration of children with additional needs.
- Remind parents/carers to provide their child with water and modified uniform, including sunhats.
- Ensure staff monitor children for early signs of heat stress/dehydration.

Notification/Information:
- Seek advice from your PMC if required.
- Notify parents/carers about facility heat conditions
- Brief staff to be extra vigilant during periods of prolonged heat

- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section)

9.10 Industrial/factory fire

In the event of an industrial fire or chemical emissions incident at a nearby location:

- Call 000 for emergency services and seek and follow any advice from Emergency Services.
- Report the emergency immediately to the Chief Warden.
- If you can detect smoke or fumes, move all staff, children, visitors and contractors indoors. Close windows and doors and turn off air-conditioning.
- Check staff, children and visitors are accounted for.
- Check staff, children and visitors with respiratory/relevant illnesses or conditions that may make the particularly vulnerable to smoke or fumes. If at any time you determine the situation poses an unacceptable risk to these individuals, consider arranging for their evacuation from the early childhood service.
- Notify and/or seek advice from your PMC or DET regional emergency management staff if required.
- Monitor the VicEmergency website at [www.emergency.vic.gov.au,](http://www.emergency.vic.gov.au) or the VicEmergency App on your mobile device, for any warnings and advice.
- Contact families and advise them that children are safe and not to come to the facility until further notice (or the end of the service day).
- Await advice from emergency services or from the Department before resuming normal activities outdoors.
- Follow-up communications with parents/carers as required.

Specific actions prior to the start of operations:
- Monitor the situation and if it is determined to pose an unacceptable risk to staff and children based on local assessment of risk, consider contacting families and advising them that children are not to come to the service until further notice

Specific actions at the end of the day:
- Await advice from emergency services or further advice before resuming normal end of day procedures
- Consider contacting families and advising and not to come to the facility for collection until the 'all clear' has been given
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section)

9.11 Information security

- Contact your IT specialist technician for advice and support
- If the incident involves sensitive and/or personal information that may identify an individual without their consent contact your PMC.
- If the information security breach is considered malicious contact local police.
- Offer impacted staff the option of support.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.12 Intruder

- **Call 000** for emergency services and seek and follow advice.
- Report the emergency immediately to the Chief Warden.
- Do not do or say anything to the person to encourage irrational behaviour.
- Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants.
- Determine whether **evacuation, lock-down or shelter-in-place** is required. Do this in consultation with the Police where possible.
- Evacuation only should be considered if safe to do so.
- Notify and/or seek advice from your PMC or the DET regional emergency management staff if required.
- Contact parents/carers as required.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.13 Loss of essential services

When there is a loss of essential services (power, water, communications):
- Determine which services are affected and the extent of the impact.
- Respond to any immediate threat to children and staff safety and isolate/secure buildings/areas if necessary.
- Call 000 if emergency services are required to respond e.g. power lines down in front of the facility.
- Contact the relevant provider/s to report outage and ascertain when restoration will occur.
- Consider consequential impacts, e.g. power outage will impact on phone lines and IT systems.
- Notify and/or seek advice from your PMC if required
- Contact parents/carers as required.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
- **The Service will close in the event that the service is without essential services (power, water or communications).**

9.14 Major external emissions/spill (includes gas leaks)

- Contact the relevant utility faults/emergency line and follow advice.
- **Call 000** for emergency services and seek and follow advice.
- Report the emergency immediately to the Chief Warden who will convene your IMT if necessary.
- Move staff and children away from the spill to a safe area and isolate the affected area.
- Seek advice in regards to clean up requirements, and if safe to do so, the spill can be cleaned up by staff. Personal Protective Equipment should be worn as required.
- Notify and/or seek advice from your PMC or DET regional emergency management staff if required if required.
- Contact parents/carers as required.
- Consider notification to WorkSafe 13 23 60.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.15 Medical emergency

If a medical emergency occurs on the facility site or on an excursion:
- Call' 000' if immediate/life threatening .
- Administer first aid.
- Ensure any children, staff or visitors with medical or other needs and including those that are non-ambulant are supported and have access to any required medications
- Contact parent/carer of affected child.
- Record evidence (if applicable).
- Keep other children away from the emergency/incident.
- Provide support for children who may have witnessed early stage of emergency
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.16 Mental stress

- If there is immediate and/or life threatening concern for an individual's health or wellbeing contact '000'.
- Notify parents/carers.
- Administer first aid (if appropriate) – keep physically and emotionally safe.
- See child safety measures and consider what other supports are needed and appropriate, including:
    - Pre-school field officer (PSFO)
    - Kids Helpline - 1800 55 1800
    - Bravehearts counselling and support for survivors of child sexual abuse on 1800 272 831 or www.bravehearts.org.auLifeline - 13 11 14
    - Suicide prevention resources from Beyond Blue and/or Headspace
    - Child and Adolescent Mental Health Team – acute mental health triage
    - Children and Young People with Disability Australia on 1800 222 660 or www.cyda.org.au
    - For additional helplines and counselling services for children, young people and parents/carers, Australia-wide and by state and territory, see this resource sheet developed by the Australian Institute of Family Studies.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.17 Missing child

If child is missing and/or cannot be accounted for or appears to have been removed from the premises by a person not authorised by a parent:

- Search the immediate area and ensure on-going monitoring, supervision and safety of other children.
- Contact '000' for police to report child missing.
- Contact the parent/carer.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.18 Pandemics and Communicable Diseases (COVID-19 and Influenza)

COVID-19

Advice is available about safely managing early childhood services and day to day operations during COVID-19 on the COVID-19 pages of the [Department of Education and Training Victoria](#) website.

Key steps to respond to a confirmed COVID-19 case are outlined in the [Managing a confirmed case of COVID-19 in early childhood education and care services](#) and include:

Process for closing
- o On receipt of notification from DoH – follow advice provided
- o On becoming aware directly from parents/carers or staff – notify QARD via NQAITS or call 1300 307415.
- Inform families – download the [communications pack.](#)
- Lodge a notification through the [National Quality Agenda IT System (NQA ITS)](#) or call 1300 307 415. (CSA services advised to email in bullet point further down)
- Arrange a deep clean (see [factsheet](#)).
- Update your emergency contact details on NQAITS - these details will be used if DET or DoH need to contact the service after hours. CSA services cannot access to action changes.
- Report a closure – on NQAITS within 24 hours of closure.
- Services operating under the *Children's Services Act 1996* email [licensed.childrens.services@edumail.vic.gov.au](#) within 48 hours of closure.

For more information about early childhood services operating during COVID-19 see:
- [Advice about safely managing a service during COVID-19](#)
- [Operating guidelines for early childhood education and care services](#)
- [Managing illness in schools and early childhood education and care services](#)
- [Managing an unwell child or staff member](#)

Kindergarten providers having staffing difficulties for unavoidable reasons (such as staff on medical absence) should call the dedicated COVID-19 phone advice line on [1800 338 663](#) to discuss your situation.

Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

Influenza Pandemic

Appendix C of the DET Pandemic Influenza Incident Response Plan provides details of the [Key Actions](#) for early childhood services to implement at each of the preparedness and response stages of a pandemic influenza event.

Incident response:
In April, (or at the time of the overseas detection if earlier), prepare to enact pandemic response section of your EMP with stakeholders and prepare to activate IMT.

Hygiene measures:
Reinforce basic hygiene measures including:

- provide children and staff with information about the importance of hand hygiene (more information is available at [Better Health](#)).
- provide convenient access to water and liquid soap and alcohol-based hand sanitiser
- educate staff and children about covering their cough with tissue or inner elbow to prevent the spread of germs.
- careful disposal of used tissues.
- Ensure germicidal wipes are available in stationary supplies for staff to clean staff administrative area, telephones etc.

Communications:
- In May, (or at the time of the overseas detection, if earlier), ensure hygiene information/posters are communicated/ displayed.
- In late May, (or at the time of the overseas detection, if earlier), consider providing information sessions for staff and parents/carers to communicate:
    - the status of the situation
    - the risk of influenza and how to identify pandemic influenza symptoms and cases of possible influenza based on the current, up-to-date case definition by the Chief Health Officer, DoH
    - best practice hygiene measures
    - measures for vulnerable children.
- Access and follow Chief Health Officer, DoH/Principal Health Advisor advice provided by DET and distribute consistent messaging to staff, children and parents/carers.
- Encourage staff and parents/carers to obtain seasonal flu vaccination as appropriate (especially those people/families at a greater risk of infection).
- Prepare sample letters for parents/carers for the next stage (if required).

Travel advisories:
- Encourage staff and parents/carers to access the smartraveller website prior to international travel.

Business continuity:
- Ensure currency of business continuity plan which:
    - identifies minimum requirements and key staff for continued operations (including planning for the absence of the PMC)
    - considers workforce strategies to enable continued operations, if pandemic affects a portion of the workforce.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.19 Severe weather event

- **Call 000** if emergency services are needed and seek and follow advice.
- Before the storm:
    - consider notifying parents/carers, especially those with children with additional needs
    - store or secure loose items external to the building, such as outdoor furniture and rubbish bins
    - disconnect/cover/move electrical equipment away from windows
    - secure windows (close curtains and blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required.
- Monitor the VicEmergency website and/or VicEmergency App
- Monitor the Bureau of Meteorology website for weather updates and weather warnings
- During a severe storm:
    - remain in the building and keep away from windows.

- restrict the use of telephone landlines to emergency calls only, particularly during a thunderstorm.
- Report any matter concerning the safety and wellbeing of children, staff and visitors to the Chief Warden.
- Notify and/or seek advice from your PMC if required.
- Listen to local radio or TV on battery-powered sets for weather warnings and advice.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.20 Smoke

This procedure may be used if you are not under direct threat from a fire and are remaining in smoky conditions.

Medical
- **Call 000** if anyone is experiencing wheezing, chest tightness and difficulty breathing.
- Closely monitor for adverse effects of smoke on children and staff.
- Children and staff with existing heart or lung conditions (including asthma) should follow the treatment plan advised by their doctor.
- Asthmatics must follow their personal asthma action plan and keep a reliever or inhaler on hand.
- Notify parents/carers about conditions and to ensure they cater for their child's needs e.g. extra inhaler.

Activities/Indoors
- Restrict outdoor activities or as appropriate, cancel, re-schedule or use alternative venues for any outdoor activities.
- Close windows and doors.
- Switch air conditioners to 're-circulate' or 'reuse air' (turn it off if it doesn't have this function).
- Limit prolonged or heavy physical activity relative to the conditions.

Notification/Information
As appropriate:
- Notify and/or seek advice from your PMC if required
- For health information about smoke go to: betterhealth bushfiresmoke or
- For information about planned burns in your area call 1800 226 226, download the VicEmergency app. Detailed information about the time, location and status of planned burns for the next 10 days can be found at Planned Burns Victoria
- Tune in to your ABC Radio station and keep listening for advice and warnings. You can find your local station on the ABC Radio frequency finder as well as listen online or via the ABC Radio app.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section)

9.21 Snakes

- Treat all snakes as venomous – almost all snakes occurring on or entering properties in Victoria are venomous.
- Remain calm and alert children and staff - advise them to stay calm, move away slowly and keep away.
- If the snake is very close to you (around 1.5 metres or less) remain motionless until the snake moves away.

- If the snake is not agitated or defensive, calmly and slowly move to a safe distance away from the snake observing its position at all times.
- If the snake is located around buildings, homes and playgrounds consider the need to activate a Lock Down procedure.
- If the snake is located inside a building, consider the need to evacuate the room or building.
- Leave the snake alone and give it the opportunity to escape. If possible, monitor the snake from a safe distance (at least 5 metres away) in order to see where it goes and to direct a snake catcher to the snake (or its shelter site) if one is called.
- If the snake remains on facility grounds, call the local licensed snake catcher on Murrindindi Shire Council 57720333
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section)

9.22 Traumatic death/injury/grief

If death or injury occurs on the service's site (that impacts or risks impacting the health, safety and wellbeing of children or staff):

- Contact '000' for police/ambulance attendance
- Monitor the wellbeing of staff
- Contact parents/carers as appropriate
- Actively implement self-care strategies
- If the incident occurs on service premises/excursion
  - Preserve the evidence
  - Consider a Worksafe Notification 13 23 60
- Report serious incidents to the relevant DET QARD Area Team as soon as practicable and in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section)
- For general guidance, refer to the *Managing Trauma Guide* to support, plan for, and lead an effective recovery including:
  - Develop a Communications Plan – check what information can be released
  - Notification (as appropriate) to the service community – letter, newsletters, emails, phone calls, text messages or SMS alert
  - Limit exposure to ongoing trauma, distressing sights, sounds and smells
  - Continue to identify those most at risk and triage for support
  - Consider tribute, memorial, ritual

9.23 Violence, aggression and/or harassment

- Intervene only if safe to do so.
- Contact '000' if immediate/life threatening and require police/ambulance attendance.
- Initiate action to confine or isolate the aggressor.
- Determine whether evacuation, lock-down or Shelter in Place is required.
- Administer first aid if required and safe to do so.
- Contact parent/carer of children impacted.
- Record evidence (if applicable).
- If multiple children involved and/or witness incident, isolate to preserve the integrity of the evidence until interviews etc can take place.
- If staff are directly impacted consider whether a report to WorkSafe is required.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

10. Area Map

Date Area map validated:	February 2023
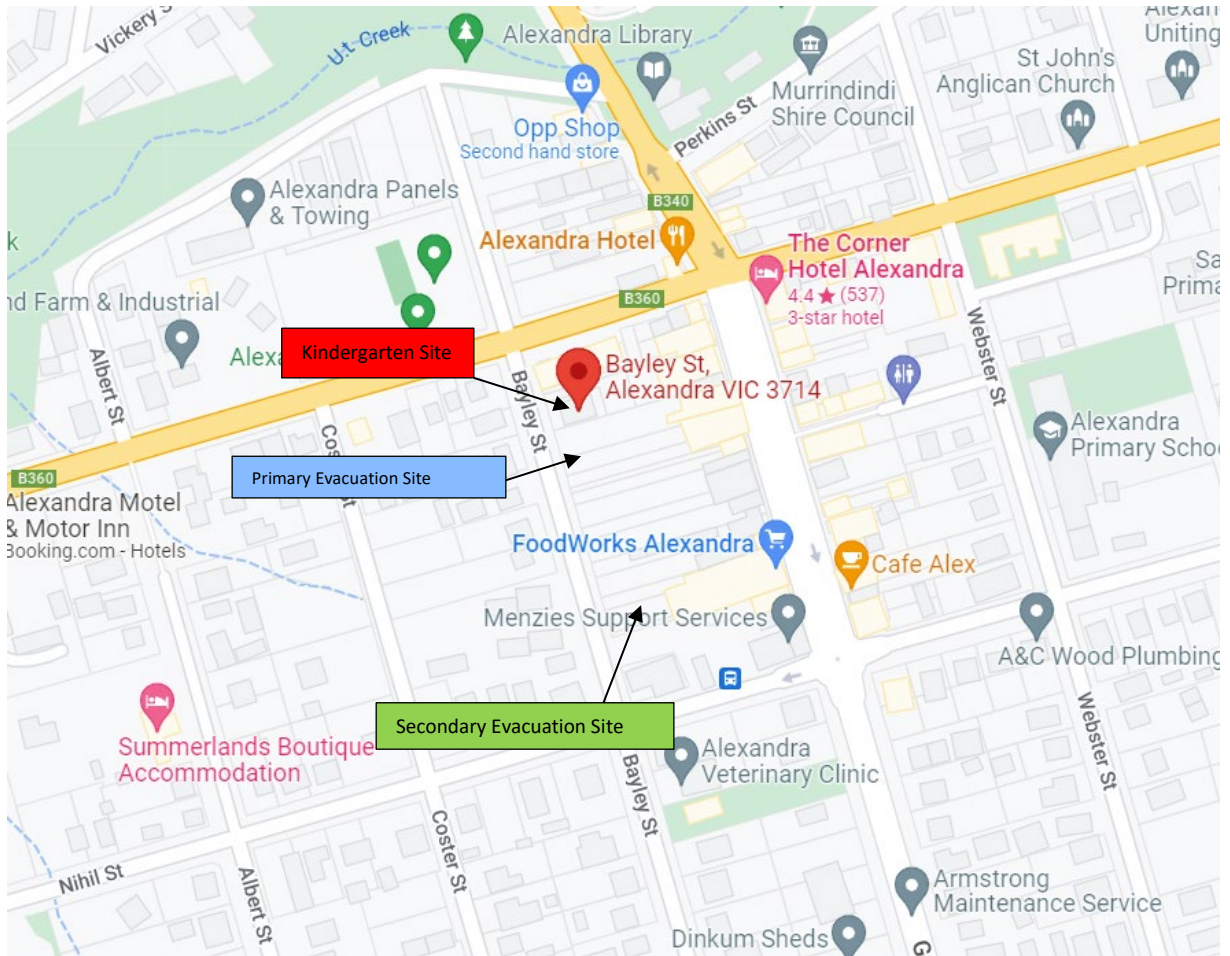
Distance to Primary Off-site Assembly Area: 20 metres

Estimated time to reach Off-site Assembly Area: 2 minutes

11. Evacuation Diagram

Date Evacuation diagram validated:	October 2017

Legend

FB Fire Blanket | Hazardous Chemicals | Exit Point | Fire Extinguisher | Evacuation Route | Evacuation Route to secondary assembly point | Fire Hose Reel | Shelter-in-Place Area

First Assembly point

You are here

RECEPTION

KINDER ROOM 1

KINDER ROOM 2

KITCHEN

FB

OFFICE

UNISEX W.C

CLEANERS STORE

STAFF

STORE ROOM

Secondary Assembly area- Shamrock rear carpark
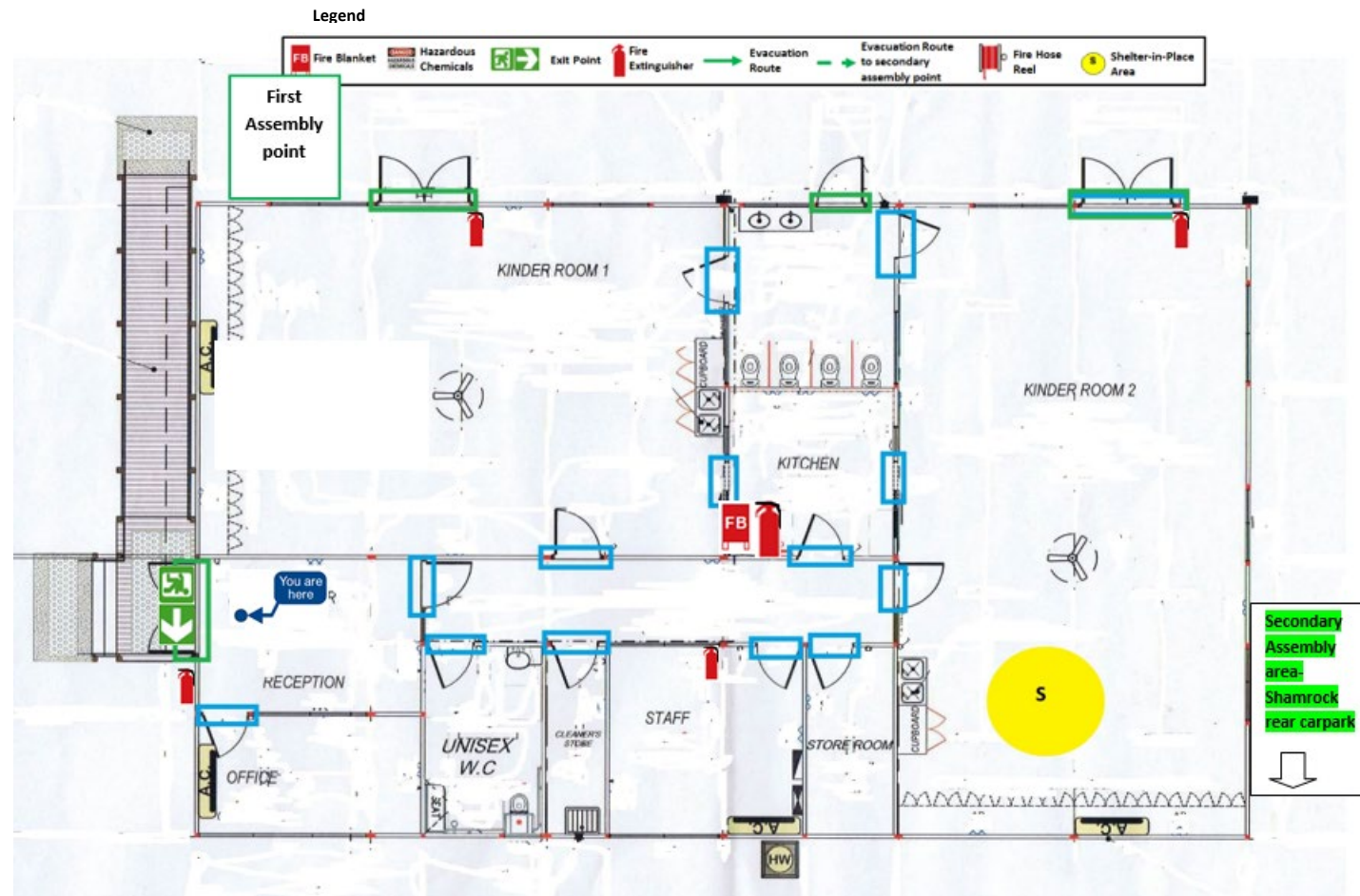
Evacuation Procedure

Alexandra & District Kindergarten

- Phone **000** to notify the emergency services and seek advice
- Blow the whistle to gather attention
- Children , staff, volunteers, visitors to all meet at front gate
- Collect emergency back pack from office which contains: enrolment records, emergency contacts, first aid pack and emergency plan
- Collect attendance record
- Do a head count at the front footpath
- Close all doors
- Turn off the power
- Walk holding hands to the primary evacuation point
- Call all Parents.
- Follow instructions from emergency plan

In Case of Fire

Remove persons from immediate danger.

Alert nearby personnel and the Incident Controller, call 000.

Confine fire and smoke. Close windows and doors (if safe).
Keep low, under the smoke.

Extinguish or control fire (if safe to do so).

12. Parent/Carer Contact Information

All children's contact information is on ipads in classrooms and folders located in office

13. Children and Staff With Additional Needs

Additional Assistance Summary		
Additional Assistance Group	Number of children	Number of staff
Koalas	1	1- Jenna
Possums	3	1 Jenna
Pre K	3	

PART 2 – EMERGENCY PREPAREDNESS
Service Facility Profile

14.1 General Information

Operating Days	Monday- Friday
Operating Hours	Mon-Fri 8.00am - 4.30pm
Phone	03 5772 1387
Email	Alexandra.kin@kindergarten.vic.gov.au
Fax	0357722540
Website	alexandrakindergarten.com.au
Number of buildings	1
Is the facility a designated Neighbourhood Safer Place?	No
Shelter-In-Place Location	Kitchen and Staff room
Number of children/ approved places)	76
Total number of educators/staff	11
Methods for communicating with our community	

14.2 Other services/users of site

Service / User name	
Location on site	
Children/Visitor numbers	
Operating hours/days	
Emergency contact name	
Phone number	
Mobile number	

14.3 Building information summary

Telephones (Landlines)			
Location	**Number**	**Location**	**Number**
Office	03 5772 1387		

Room 1	03 5772 1387		
Room 2	03 5772 1387		

Alarms

	Location	Monitoring Company	Location of Shut-off Instructions
Fire:	Kitchen & Foyer	Smoke detectors	Automatic Shut off
Intrusion:			
Other:			

Utilities

	Location	Service provider	Location of shut-off instructions
Gas / Propane:			
Water:	Front Garden	Goulburn Murray Water	Front garden
Electricity:	Switchboard	SP Ausnet	On outside wall near front door

Sprinkler system

Location of control valve:	
Location of shut-off instructions:	

Building and site hazards

Hazard description	Location

14. Risk Assessment

1. Identified Hazard or Threat	2. Description of Risk	3. Current Risk Control Measures at our Service	4. Effective-ness of existing controls	5. Risk Rating			6. Treatments to be Implemented	7. Revised Risk Rating After implementing Treatments		
				Consequence	Likelihood	Risk Level		Consequence	Likelihood	Risk Level
Bushfire	**Probable Cause:** • Bushfire rapidly spreading from forest in close proximity to the facility. **Probable Consequences:** • Fatality and/or permanent disability from burns. • Serious injury from smoke inhalation. Stress or psychological injury requiring extensive clinical support for multiple individuals.	• Weekly check of safety equipment during bushfire season. • Liaison with local fire services regarding clearing trees, building safety prior to start of the bushfire season. • Check CFA website alerts during the bushfire season. • Conduct evacuation drills in Terms 1 and 4; conduct Shelter-In-Place drill in Term 1. • Working bees to clear and clean-up site are scheduled twice per year. • EMP is reviewed and socialised with staff before fire season. • Staff and parents aware of plan and understand their role within it. Seek advice from the Approved Provider/Licensee,		Severe	Unlikely	High	During an elevated fire danger period ensure a heightened state of readiness. As appropriate, this will include: • Consult with local/District CFA to obtain advice on current bushfire conditions that could impact the facility. • Ensure lines of communication with relevant emergency services are available. • A staff member will regularly monitor CFA and Bureau of Meteorology websites, listen to ABC local radio and check the VicRoads website for road closures. • Consider cancelling staff travel during work hours. • Consider cancelling excursions. Convene the IMT and consider other actions	Severe	Rare	Medium

Intruder	Probable Cause:
	
	 Unknown/known person entering the facility and demonstrating threatening behaviour due to: - Police operation/siege, pursuit of an offender - Drug affected or mentally unstable person - Armed intruder - Custodial/Parent dispute. **Probable Consequences:**
	
	 Physical and/or psychological harm to staff and/or children.
		person with management control/Licensee representative.
		
		 • Secure entry into the early childhood service.
		 • Visitors must report to service manager/reception and sign in using the Visitor Register.
		 • Lockdown/lockout/ evacuation procedures are regularly practiced.
		 • Procedures for responding to Intruder incident are readily accessible to staff in case of emergency.
		 • Educators carry phone handset.
		 • Values of mutual respect and acceptable parent behaviour policy are communicated and regularly reinforced e.g. at parent forums and in the newsletters.
		 • Encouraging engagement of parents in the service's activities.
		 • In relation to court orders / custody papers:
		   o the service maintains a register of current documents
				Major	Possible	High	and confirm state of readiness.
							
							 • The early childhood service will provide training for staff in managing aggressive people/diffusing tense situations.
							 • Staff will share information on a 'need to know' basis concerning parent issues.
							 • The service will develop a process and pre-determined actions to discretely alert others of an intruder.
							 • Reception staff will be trained to manage intruders on the facility's grounds.
							 • Where staff feel the need for support in arranged meetings with parent/s:
							   o two staff will attend where possible
							   o staff will use a signal to obtain support from another staff member an appropriate room will be selected for meetings where possible e.g. one with two exit points.
							
							 • Where necessary, the service will seek legal advice regarding obtaining a trespass order for parents who use threatening behaviour.
							 • If there is an escalation of Intruder incidents, the service will consider:
							   o liaising with local police to arrange a prompt
								Moderate	Possible	Medium

		o parents are advised of the service's relevant processes and duty of care to other children and staff.					response to any call for assistance o installing distress button in reception/meeting rooms o seeking advice from police, auspice body/service management and in exceptional circumstances, advice on engaging a security guard on an ad hoc basis		

Grassfire	**Probable Cause:**
	
	A grassfire in the locality resulting from nearby:
	• Unmanaged vegetation in forest
	• Farmland
	• Vacant property
	• Managed vegetation in parkland.
	
	Probable Consequences:
	
	• Risk of death/injury from:
	  o burns
	  o smoke inhalation.
	Risk of psychological injury.
		• Liaise with local fire services regarding clearing trees, building safety and so on.
		• Check CFA website, alerts during the bushfire season.
		• Schedule and practice shelter-in-place drills in Terms 1 and 4.
		Visit from Local CFA.							

	Probable Cause: A building fire resulting from:	• Fire services equipment (fire hose reels, fire							

Building Fire	• Stored chemicals such as cleaning fluids. • Exploding gas tank. • Faulty electrical wiring. • Faulty electrical equipment. **Probable Consequences:** Risk of injury from burns or smoke inhalation.	extinguishers, fire blankets, hydrants) is tested and tagged as per Australian Standards. • Test communication systems (PA system) on a regular basis. • A fire blanket (tested and tagged to Australian Standards) is available in all kitchen areas. • All electrical equipment is tested and tagged as per Australian Standards and that frayed leads, damaged equipment and so on. are disposed of in an appropriate manner. .							
Severe Weather Event	**Probable Cause:** A severe weather event could result from: • Electrical storm causing fire • High winds causing roof to collapse, limbs to fall from trees and airborne debris shattering windows • Rain inundation resulting in unsafe electrical wiring/loss of power and communications . **Probable Consequences:** :	• Regular scheduled maintenance to roofs/gutters/drains to keep clear. • Liaison with SES/local government to identify potential local risks. • Contingency for storage of equipment/materials if necessary. • On the basis of weather forecast, secure loose objects in open areas e.g. play equipment and garbage bins • Communications tested. • Utility shut-off instructions/points are known. • Back up communications and							

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	Risk of injury or death.	contact lists maintained in case power fails. • Condition of large trees regularly checked. • Shade sail structures regularly checked.							
Earthquake	**Probable Cause:** • Location of facility (e.g. Gippsland fault line). • Earthquake de-stabilises/causes building to collapse. **Probable Consequences:** • Risk of injury or death in extreme cases.	• Provide training to staff and children in emergency response procedures during an earthquake.							
Bomb/ Substance Threat	**Probable Cause:** Unknown or known person threatens facility with explosive device (including a chemical/substance threat). **Probable Consequences:** • Risk of injury or death. Risk of psychological injury to children, staff, visitors or contractors.	• Locate Bomb/Substance Threat Phone Checklist next to phones. • Schedule and practice emergency evacuation drills on a regular basis. **Implement Bomb/Substance Threat response.**							

Pandemic	**Probable Cause:** • Strain of influenza virus for which there is no vaccine available in Victoria. **Probable Consequences:** Risk to health and/or death in severe cases.	• Basic hygiene measures are in place and posters are displayed at the beginning of flu season (April). • There is convenient access to water and liquid soap and/or alcohol-based sanitiser in all bathrooms. • Staff and children educated about covering their cough to prevent the spread of germs. **Implement Human Influenza Incident Pandemic response procedures as required.**							
Hazardous Substance Release (Inside and Outside Facility Grounds)	**Probable Cause:** • Fire or leak at nearby factory or house. • Road accident involving a vehicle transporting a hazardous substance. • Leaking fuel storage at facility. **Probable Consequences:** Risk of illness/death.	• Implemented safe work procedures for handling chemicals. • Schedule and practice emergency evacuation drills on a regular basis. **Obtained Material Safety Data Sheets (MSDS) for all Dangerous Goods and Hazardous Substances on-site from the supplier or manufacturer.**							

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15. Emergency Response Drills Schedule

Services are required to conduct an emergency drill/exercise every three months.

Sample templates for Drill Observer Record and Drill Debrief are provided at Appendix 4 and Appendix 6 respectively. For information about this section, see the Guide on the Emergency Management Requirements page of the DET website.

Please delete this text box after completing your Drills Schedule

	Type of drill (e.g. evacuation, lockdown) and drill scenario (e.g. fire, intruder)	Scheduled drill date	Date drill performed	Observer's Record completed
Jan-Mar	Evacuation/Lockdown	18th- 22nd March		
Apr-June	Evacuation/Lockdown	17th- 21st June		
Jul-Sept	Evacuation/Lockdown	9th- 13th September		
Oct-Dec	Evacuation/Lockdown	9th- 13th December		

16. Emergency Kit Checklist

Use the template below as a checklist to record items that need to be included in your service's Emergency Kit as well as to maintain them (e.g. ensure equipment is operational, batteries are charged and consumables have not expired). **A sample Emergency Kit Checklist is provided at Appendix 8** – ensure you customise the examples of items you may wish to include in your Kit to ensure relevance to your service.

Important Note: Information that is sensitive or subject to privacy legislation, for example, lists of parent/carer contact details and details of staff/children with special needs should be kept in a secure location, and so may need to be located separately from the Emergency Kit.

Please delete this text box after completing your Emergency Kit Checklist

The Emergency Kit Contains:	
Children's data and parent contact information (stored on iPads) hard copy in bag	
Children and staff with special needs list including any children's medications	
Enrolment records including authorisations and parent contact details (on iPads)	
Staff contact information	
Facility keys	
Standard portable First Aid Kit. Refer to <u>First Aid Kits Contents Checklist</u>	
Mobile phone charger- Bush kinder phone to be collected from Office	
Battery Torch/Radio	
Copy of facility site plan and EMP including evacuation routes	
Sunscreen	
Plastic garbage bags and ties	
Toilet paper and hand Sanitiser	
Other	
Date Emergency Kit checked:	
Check completed by:	
Next check date:	

17. Business Continuity Management Plan (BCMP)

1. Possible arrangements to manage inability to access a building or the service's approved site

Details of arrangements	**Workaround** ***Partial site unavailable:*** *Consider* • Determine if remaining areas of the site are suitable for operations based on service approval • Approved provider and nominated supervisor determine what changes to operations are required. *Notify* • Contact Quality Assessment and Regulation Division (QARD) Area Team to notify of any operation changes • Admin staff may need to work remotely from a neighbouring service site or from home. • Provide regular updates to families and carers to notify of any operation changes via SMS, emails, social media and newsletter • If co -located, notify site users. E.g. School Principal, Allied Health, other children's services ***Whole site unavailable:*** *Consider* • Approved provider to discuss issues and possible options for relocation once length of reinstatement program is confirmed. • Approved provider determine what changes to operations are required. *Notify* • Contact QARD Area Team to notify of any operation changes. • Complete and submit any required service applications to QARD via the National Quality Agenda IT System (NQA ITS) • Provide regular updates to families and carers to notify of any operation changes via SMS, emails, social media and newsletter • If co -located, notify site users. E.g. School Principal, Allied Health, other children's services. • Redirect suppliers to alternate site. **IT Resources required** • Access to wireless network. **Considerations** • OH&S issues in relocating children's service equipment and resources • Transport arrangements for children in regional and remote areas • Children's access to early education and care. • Demands placed on families and carers due to loss of access to early education and care, co – located services and resources, relocation, etc

	• Demands placed on staff due to loss of resources, relocation, etc Key Contacts can be found in the Contacts section of the Emergency Management Plan.

2. Arrangements to manage a loss of technology / telephony / data / power / water

Details of arrangements	**Workarounds** ***Data/technology:*** • Relocate admin and staff facilities to other networked space • Admin staff may need to work remotely from this service to access network • Utilise laptops where available to provide access to network ***Telephones:*** • Ensure there is an up to date, printed, hard copy list of all child and staff contact details in an accessible, secure location. • Utilise mobile phones to contact staff. • Place message on answering machine, if possible, referring callers to an emergency contact number either on site or at alternative location. ***Power:*** • Determine the requirement for the operation of the service. • Restructure the program to account of the lack of power. ***Water:*** • Purchase/have a supply of bottled water • Order bulk water delivery **Considerations** • Ensure OH&S issues are considered when using back up power and water pumps • Review and update staff contact details to include mobile phone numbers. • Staff Communications Tree to include details of messaging systems **Key contacts** • QARD Area Team - contact number • Phone provider – contact number

3. Arrangements to manage a loss or shortage of staff or skills

Details of arrangements	**Workarounds**
	• Prioritise work allocations for remaining staff
	• Determine the number of Casual Relief Educators required.
	• Casual Relief Educators to be sourced from:
	    o Service's own pool of emergency educators.
	    o Approved provider's own pool of emergency educators.
	    o Approved provider's preferred CRT agency
	• Delivery multi aged program where possible to make up full groups
	• Implement succession plan/back up for key roles within service. i.e. person in day-to-day charge, nominated supervisor
	• Inform service community of issues via social media, newsletter or via phone or face to face conversations where necessary.
	
	Considerations
	• Workload of staff and emergency educators
	
	Table of key contacts
	Casual Relief agency – 03 9999999

Business Continuity Event:		
Details of Arrangements		
Name	**Contact Details**	**Support Role**

Business Continuity Event:		
Details of Arrangements		
Name	**Contact Details**	**Support Role**

Business Continuity Event:		
Details of Arrangements		
Name	**Contact Details**	**Support Role**

Business Continuity Event:	
Details of Arrangements	

Name	Contact Details	Support Role

18. Appendices

1. **Sample Post Emergency Record**

2. **Sample Caller Bomb Threat Checklist**

3. **Sample Facility Closure Checklist**

4. **Sample Drill Observer Record Template**

5. **Sample Employee Personal Emergency Evacuation Plan Template**

6. **Sample Drill Debrief Report Template**

7. **Sample Business Continuity Plan Template**

8. **Sample Emergency Kit**

9. **DET Regions**

10. **QARD Areas and Contacts**

11. **EMP Completion Checklist**

SAMPLE POST EMERGENCY RECORD TEMPLATE

Early childhood services must report serious incidents to the relevant Department of Education and Training (DET) QARD Area Team in accordance with relevant regulatory requirements. Services with a funding and service agreement will need to contact their regional Early Childhood Improvement Branch and/or your Early Childhood Performance and Planning Advisor

Facility Name	
Emergency Event	
Date and Time of Emergency	

Description/Details of Emergency	

Immediate Actions Taken	Chief Warden Notified: YES / NO Time _____ Other staff Notified: YES / NO Time _____ Emergency Services Notified: YES / NO Time _____	IMT Convened: YES / NO Time _____ PMC Notified: YES / NO Time _____
Key Actions Taken	Parent/Carer notified	
Issues	Operational Debriefing Required: YES / NO Date/Time _____ Person Responsible to Organise: Confirmation of Operational Debriefing: Date/Time: Issues for Follow Up Action:	

This Record Completed By:	
Position Title:	
Telephone Number:	
Signature and Date:	

NOTE: This sample template is a guide only and should be used as an aid to develop or supplement your EMP. Please adapt it as appropriate to ensure relevance to your facility and services)

SAMPLE TELEPHONE BOMB THREAT CHECKLIST

STAY CALM

DATE CALL RECEIVED: / / **TIME OF CALL:** **TIME CALL ENDED:**

EXACT WORDING OF THREAT

……
…………………………………………………..

……
…………………………………………………..

……
…………………………………………………..

Could you identify the caller's phone number?
…………………………………………………………………………………..

DON'T HANG UP
KEEP THE CALLER TALKING

ASK THE CALLER

When is the bomb going to explode?
……………………………………………………………………………….………..

Where is the bomb?
……..…
……….

What will make the bomb explode?
……………………………………………………………..…………………..……….

What kind of bomb is it?
…………………………………………………………………………………….…………..………
…

What does the bomb look like?
……………………………………………………………………….………………….

Why did you place the bomb here?
………………………………………………………………….....................

Where are you now?
…………………………………………………………………………………………………
……….

What is your name?

……… …………

What is your address?

…… ……..

When was the bomb placed here?

………

Who placed the bomb?

……...... ..

DON'T HANG UP *(the call may be traceable if the phone line is kept open, even if the caller hangs up!)*

CALL DETAILS *(where possible to obtain)*

Did you recognise the caller? …………   **If so, who do you think it was?**
……………………………………………

Was the call: Robotic/Automated   In-Person   Pre-Recorded

Estimated age of caller? ………………   **Did the caller seem familiar with the site?**
…………………………………..

Characteristics of the call (tick appropriate characteristics):

Voice		Speech	Manner	Background Noises
Man		Fast	Hesitant	Music
Woman		Slow	Calm	Talk/voices
Child		Well spoken	Angry	Typing
Muffled		Impeded	Emotional	Children
Unknown		Stutter	Loud	Traffic/street
Accent:		Nasal	Soft	Machinery
Telephone		Uneducated	Pleasant	Aircraft
Mobile		Lisp	Raspy	Trains
Landline	Internal Ext	Incoherent	Intoxicated	Railway crossing
Overseas	Mobile	Slurred:	Irrational	Construction
Other		Other:	Other:	Other:

Phone number call received on: …………………   **Service Phone system (e.g. menu):**
……………………………

Who did you report the threatening call to? …………………   **Date:**   /   /   **Time**:
………………..

Your Name: …………………………..   **Service Name:** ………………………………….

NOTE: This sample template is a guide only and should be used as an aid to develop or supplement your EMP. Please adapt it as appropriate to ensure relevance to your facility and services.

SAMPLE SERVICE CLOSURE CHECKLIST - FORECAST ELEVATED FIRE DANGER RATING DAY

Date service will be closed:	

Item	Yes	No	Comments
NOTIFICATIONS			
All parents/carers			
Staff and volunteers			
Contractors (e.g. cleaners, contractor)			
Known visitors			
Co-located educational services			
Other users of the facility			
Approved provider			

SCHOOL BUS TRANSPORT			
Bus coordinating school advised of closure			

SIGNAGE			
Facility closure signs are posted at all entrances/exits			

EXCURSIONS			
Planned excursions have been cancelled			

OTHER			
Receipt of notification by all parents/carers has been confirmed (e.g. SMS read receipts, email read receipt/reply)			
Contingency arrangements have been made for potential next day closure			

NOTE: This sample template is a guide only and should be used as an aid to develop or supplement your EMP. Please adapt it as appropriate to ensure relevance to your facility and services.

SAMPLE EMERGENCY RESPONSE DRILL OBSERVER'S RECORD TEMPLATE

Service Name:	
Drill Address	
Drill Type *(Evacuation on/off site / Lock-down / Shelter-In-Place)*	
Drill Date	
Drill Scenario *(What is the cause of the emergency?)*	
Drill Debrief Date	
Observer Name	

Depending on the type of drill conducted, it is recommended you advise emergency services, neighbouring properties and members of the community who may be affected ahead of the exercise.

NOTE: This sample template is a guide only and should be used as an aid to develop or supplement your EMP. Please adapt it as appropriate to ensure relevance to your facility and services)

Evacuation Drill

Evacuation Drill Sequence	Time	
	Hour	Min
Evacuation alarm sounded		
Warden/s respond		
Emergency services notified		
Wardens check floor/area		
Evacuation commenced		
Wardens report floor/area clear		
Arrive at assembly area/s		
Wardens check all present		
Evacuation completed		
Drill terminated		

Evacuation Drill Items	Yes	No	N/A
Was the correct alarm/signal sounded for an evacuation?			
Were Personal Emergency Evacuation Plans implemented?			
Were all persons accounted for (children, staff, visitors, contractors and volunteers)			
Were floor areas checked / isolated areas searched by Wardens?			
Was the Emergency kit readily available?			
Wardens/response staff were able to get instructions from/provide feedback to the Chief Warden			
Did anyone re-enter the premises/building before the "all clear" was given?			
Was the Evacuation procedure documented in the EMP followed, including paths of travel, assembly at the designated point/s, communication tree?			
Off-Site Evacuation:			
• Was the route to the designated assembly point in the EMP followed?			
• Did the assembly point provide access to shelter, toilets and water?			
• The assembly building/area was accessible			

General Drill Items	Yes	No	N/A
Did the Chief Warden/Early Childhood Education Commander take charge and brief IMT/Wardens?			
Was the (simulated) call to the following done promptly:			
o Emergency services			
o Approved provider/person with management or control			
o Co-located facility			

Could the alarm/signal/PA announcements be heard in all parts of the facility?			
Was someone appointed to maintain situational awareness e.g. by monitoring information sources and liaising with the relevant authorities?			
Did all the staff assigned response roles, including Wardens and IMT understand their responsibilities?			
Was someone appointed to liaise with the parents/carers/community?			
Was the Chief Warden's instructions followed by everyone?			
Were any people with additional needs identified during the drill?			
Was emergency equipment/resources needing to be used in a real emergency operationally ready?			

Comments/Issues for follow up by the EMP Planning Team

Lockdown Drill

Lockdown Drill Sequence Checklist	Time	
	Hour	**Min**
Lockdown alarm/notification sounded		
Emergency services notified		
Warden/s report building/s secure		
Wardens check everyone is in the building/s and actively monitor external threat		
All persons accounted for		
Drill terminated		

Lockdown Drill Items	Yes	No	N/A
Was the correct alarm/signal sounded for a lockdown?			
Were all persons on site accounted for (children, staff, visitors, contractors and volunteers)?			
Was access to buildings restricted to authorised people only?			
Were needs of children/staff able to be met for an extended lockdown e.g. toileting, water?			
Was a check made or direction given to ensure windows and doors locked?			
Wardens/response staff were able to get instructions from/provide feedback to the Chief Warden?			
Did anyone leave the premises/building before the "all clear" was given?			
Was the Lockdown procedure documented in the EMP followed?			

General Drill Items	Yes	No	N/A
Did the Chief Warden/Early Childhood Education Commander take charge and brief IMT/Wardens?			
Was the (simulated) call to the following done promptly:			
o Emergency services			
o Approved provider/person with management or control			
o Co-located facility			
Could the alarm/signal/PA announcements be heard in all parts of the facility?			
Was someone appointed to maintain situational awareness e.g. by monitoring information sources and liaising with the relevant authorities?			
Did all the staff assigned response roles, including Wardens and IMT understand their responsibilities?			
Was someone appointed to liaise with the parents/carers/community?			
Was the Chief Warden's instructions followed by everyone?			

Were any people with additional needs identified during the drill?			
Was emergency equipment/resources needing to be used in a real emergency operationally ready?			

Comments/Issues for follow up by the EMP Planning Team:

Shelter-In-Place (SIP) Drill

SIP Drill Sequence Checklist	Time	
	Hour	**Min**
SIP alarm/notification sounded		
Emergency services notified		
Warden/s respond		
Evacuation to the SIP commenced		
Wardens check and report everyone has evacuated the non-SIP building/s		
All persons accounted for in the SIP location		
Drill terminated		

SIP Drill Items	Yes	No	N/A
Was the correct alarm/signal sounded for SIP?			
Were Personal Emergency Evacuation Plans implemented?			
Were floor areas checked/isolated areas searched by Wardens?			
Were all persons accounted for (children, staff, visitors, contractors and volunteers)?			
Did anyone refuse to leave the building/site?			
Was the Emergency kit readily available?			
Were people able to access toilets and water in the SIP?			
Was the SIP able to be secured against a fire emergency e.g. tape to seal windows/doors?			
Was alternate lighting available in the SIP (in case of power outage)?			
Could everyone on the site be accommodated in the SIP?			
Was the SIP procedure documented in the EMP followed, including designated SIP location?			

General Drill Items	Yes	No	N/A
Did the Chief Warden/Early Childhood Education Commander take charge and brief IMT/Wardens?			
Was the (simulated) call to the following done promptly:			
○ Emergency services			
○ Approved provider/person with management or control			
○ Co-located facility			
Could the alarm/signal/PA announcements be heard in all parts of the facility?			
Was someone appointed to maintain situational awareness e.g. by monitoring information sources and liaising with the relevant authorities?			

Did all the staff assigned response roles, including Wardens and IMT understand their responsibilities?			
Was someone appointed to liaise with the parents/carers/community?			
Was the Chief Warden's instructions followed by everyone?			
Were any people with additional needs identified during the drill?			
Was emergency equipment/resources needing to be used in a real emergency operationally ready?			

Comments/Issues for follow up by the EMP Planning Team:

NOTE: This sample template is a guide only and should be used as an aid to develop or supplement your EMP. Please adapt it as appropriate to ensure relevance to your facility and services)

SAMPLE PERSONAL EMERGENCY EVACUATION PLAN (PEEP): EMPLOYEE TEMPLATE

What is a PEEP?

A Personal Emergency Evacuation Plan (PEEP) is a practical measure to ensure appropriate actions are taken for an individual in the event of an emergency, where that person requires additional or specific assistance to evacuate a building or premises.

Who needs a PEEP?

A PEEP is required for employees who may need assistance in the event of an emergency due to:

- Mobility impairment
- Hearing impairment
- Visual impairment
- Cognitive impairment
- Temporary condition (medical condition or short-term injury)

The document provides a framework to guide the planning and provision of emergency evacuation of a person with an assistance need.

How is a PEEP used?

The role of PEEPs for employees is to ensure that planning is completed for the individual and the buddy on the process to evacuate in an emergency situation. PEEPs are rehearsed, and if necessary adjusted as a part of the facility's overall emergency drills/exercises – PEEPs are not intended to be used for reference in the actual emergency situation.

The plan should outline the specific procedure to be followed in the event an evacuation is triggered and will also state the designated person(s) who will provide assistance (buddy) during the evacuation. This is a sample template and can be tailored to suit the individual's circumstances.

Who receives a copy of a PEEP?

Once completed, a copy of the PEEP should only be shared by the relevant officer-in-charge (Approved Provider or Person with Management or Control or Nominated Supervisor) on a 'need to know' basis. This generally includes the employee, the specified buddy/s and the relevant warden (visit the Hybrid Working page to contact your area warden).

To ensure compliance with the *Privacy and Data Protection Act 2014* (Vic), this PEEP must be securely stored and only made accessible to the above listed audience. It should be kept separate to your facility's Emergency Management Plan (EMP).

NOTE: This sample template is a guide only and should be used as an aid to develop or supplement your EMP. Please adapt it as appropriate to ensure relevance to your facility and services. A PEEP for students is available on the DET website

PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

THIS PART IS TO BE COMPLETED BY THE EMPLOYEE

Name	
Location *(Building/floor)*	

Is an assistance animal involved?   Yes ☐ No ☐

Do you understand the emergency response and evacuation procedures? Yes ☐ No ☐

What type of assistance do you require?

(Please describe the procedure/actions necessary to assist you)

What, if any, equipment is required for evacuation?

(Please list the equipment e.g. mobility aid, ventilator)

THIS PART IS TO BE COMPLETED BY THE SERVICE

How will the employee receive updates to the emergency response procedures?

(E.g. text, email, Braille etc.)

How will the employee be notified of an emergency?

(E.g. visual alarm, personal vibrating device, SMS etc. or N/A)

Step by Step Evacuation Procedure:

(List the procedure agreed with the employee)

Example only

1. As directed by floor warden: After main flow of evacuation, make way to the designated area or assembly point at own speed with evacuation buddy
2. Evacuation route may depend on location/type of emergency: (refer to diagram on next page)
   a. Closest / quickest – to Stairwell 1
   b. Alternate – to Stairwell 2
3. Seek refuge in emergency stairwell or other suitable location with evacuation buddy, and wait for further instruction from floor warden or emergency services on site
4. If no instruction received from fire warden, call 000
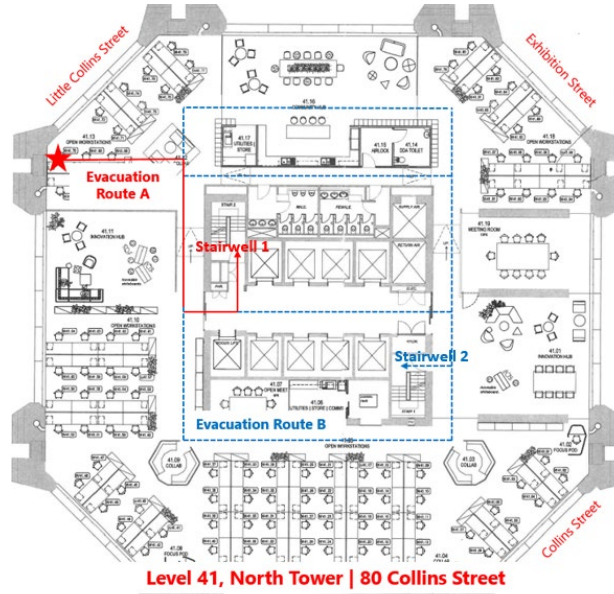5. Proceed to assembly point

Is the buddy/s trained in the emergency response and evacuation procedures?	Yes ☐ No ☐

Is the buddy/s trained in the use of the required evacuation equipment? Yes ☐ No ☐ N/A ☐

Diagram of preferred route for assisted evacuation:

(Please insert diagram here or attach to this form)

EXAMPLE ONLY

Level 41, North Tower | 80 Collins Street

Date this PEEP <insert Created or Reviewed> ..... / .... / ....   **Next Review Date** ..... / ..... / ....

DISTRIBUTION

Name	Position Title/Role	Mobile	Email
<insert employee name>			
<insert buddy name>			
<insert resposible officer-in-charge name>			
<insert warden name or delete if not required>			
<insert any other person in receipt of this PEEP or delete if not required>			

Employee   …………………………………………   **Date:** ..... / ..... / …..
                                 Signature

Officer-in-Charge Name …………………………………..   **Position Title** …………………………………

                        ……………………………………   **Date:** ..... / ..... / …..
                                 Signature

SAMPLE EMERGENCY RESPONSE DRILL DEBRIEF REPORT

(Attach the Drill Observer Record/s to this report)

Drill Date	
Debrief Facilitator/Chair	
Drill Observers	
Drill Scenario	
Emergency Response Type	
Debrief Date	

Debrief Participants		
Name	**Position title**	**Role during drill**

Discussion points

- Chief Warden/Early Childhood Education Commander describes drill scenario and emergency response implemented
- Observations and facts – Incident Management Team and staff involved/assigned a role in the response, observer/s and other relevant parties such as co-located facilities
- Understanding and execution of response roles, decision making, communications, safety, accounting for children and staff
- What went well, what could be improved/done differently and identified issues
- Required actions – including risk treatments, varying procedures and roles, reviewing specific arrangements and updating the EMP

What went well?

What can be improved?

Action Items			
Ref #	Action	By who?	Due date

NOTE: This sample template is a guide only and should be used as an aid to develop or supplement your EMP. Please adapt it as appropriate to ensure relevance to your facility and services

SAMPLE KINDERGARTEN BUSINESS CONTINUITY PLAN

Business continuity planning is intended to minimise any safety, financial, educational, operational, reputational and/or other damaging consequences of a disruptive event.

1. Arrangements to manage inability to access a building or the service's approved site

Details of arrangements	**Workaround** *Partial site unavailable:* *Consider* • Determine if remaining areas of the site are suitable for operations based on service approval • Approved provider and nominated supervisor determine what changes to operations are required. *Notify* • Contact Quality Assessment and Regulation Division (QARD) Area Team to notify of any operation changes • Admin staff may need to work remotely from a neighbouring service site or from home. • Provide regular updates to families and carers to notify of any operation changes via SMS, emails, social media and newsletter • If co -located, notify site users. E.g. School Principal, Allied Health, other children's services *Whole site unavailable:* *Consider* • Approved provider to discuss issues and possible options for relocation once length of reinstatement program is confirmed. • Approved provider determine what changes to operations are required. *Notify* • Contact QARD Area Team to notify of any operation changes. • Complete and submit any required service applications to QARD via the National Quality Agenda IT System (NQA ITS) • Provide regular updates to families and carers to notify of any operation changes via SMS, emails, social media and newsletter • If co -located, notify site users. E.g. School Principal, Allied Health, other children's services. • Redirect suppliers to alternate site. **IT Resources required** • Access to wireless network. **Considerations** • OH&S issues in relocating children's service equipment and resources

	- Transport arrangements for children in regional and remote areas - Children's access to early education and care. - Demands placed on families and carers due to loss of access to early education and care, co – located services and resources, relocation, etc - Demands placed on staff due to loss of resources, relocation, etc Key Contacts can be found in the Contacts section of the Emergency Management Plan.

2. Arrangements to manage a loss of technology / telephony / data / power / water

Details of arrangements	**Workarounds** ***Data/technology:*** - Relocate admin and staff facilities to other networked space within the school if co-located - Admin staff may need to work remotely from this service to access network - Utilise laptops where available to provide access to network ***Telephones:*** - Ensure there is an up to date, printed, hard copy list of all child and staff contact details in an accessible, secure location. - Utilise mobile phones to contact staff. - Place message on answering machine, if possible, referring callers to an emergency contact number either on site or at alternative location. ***Power:*** - Determine the requirement for the operation of the service. I.e. water pump for toilet operation. - Battery back-up (UPS) is on servers. Determine time limit of UPS and back up servers as required. - Restructure the program to account of the lack of power. ***Water:*** - Purchase/have a supply of bottled water - Order bulk water delivery **Considerations** - Ensure OH&S issues are considered when using back up power and water pumps - Review and update staff contact details to include mobile phone numbers. - Staff Communications Tree to include details of messaging systems

	Key contacts • QARD Area Team - contact number • Phone provider – contact number

3. Arrangements to manage a loss or shortage of staff or skills

Details of arrangements	**Workarounds**
	• Prioritise work allocations for remaining staff
	• Determine the number of Casual Relief Educators required.
	• Casual Relief Educators to be sourced from:
	   o Service's own pool of emergency educators.
	   o Approved provider's own pool of emergency educators.
	   o Approved provider's preferred CRT agency
	• Delivery multi aged program where possible to make up full groups
	• Implement succession plan/back up for key roles within service. i.e. person in day-to-day charge, nominated supervisor
	• Inform service community of issues via social media, newsletter or via phone or face to face conversations where necessary.
	
	Considerations
	• Workload of staff and emergency educators
	
	Table of key contacts
	Casual Relief agency – 03 9999999

NOTE: This example template is a guide only and should be used as an aid to develop or supplement your EMP. Please adapt it as appropriate to ensure relevance to your facility and services

SAMPLE BUSINESS CONTINUITY CHECKLIST

Action	Actioned?	Comment
Activate the service's Incident Management Team		
Evaluate the impact of the incident for: • Service operations • Impact over time • Manageability • Staffing levels • Resources for recovery		
Identify actions to mitigate impact, including: • Suspension of non-critical operational functions • Mutual support arranged with other facilities/services • Distance/virtual learning Use of different areas within site • Off-site activities • Back–up of key service data • Using paper-based systems • Flexible educational program plans • Using generators, portable lighting		
Produce an Action Plan for maintaining critical activities that includes: • Priorities • Communications • Resource deployment • Allocation of specific roles • Monitoring • Reporting • Stakeholder engagement		
Establish a register to log all decisions and actions		
Establish a register to log all financial expenditure incurred		
Secure resources for continuity/recovery including: • Staffing • Premises • IT and equipment		

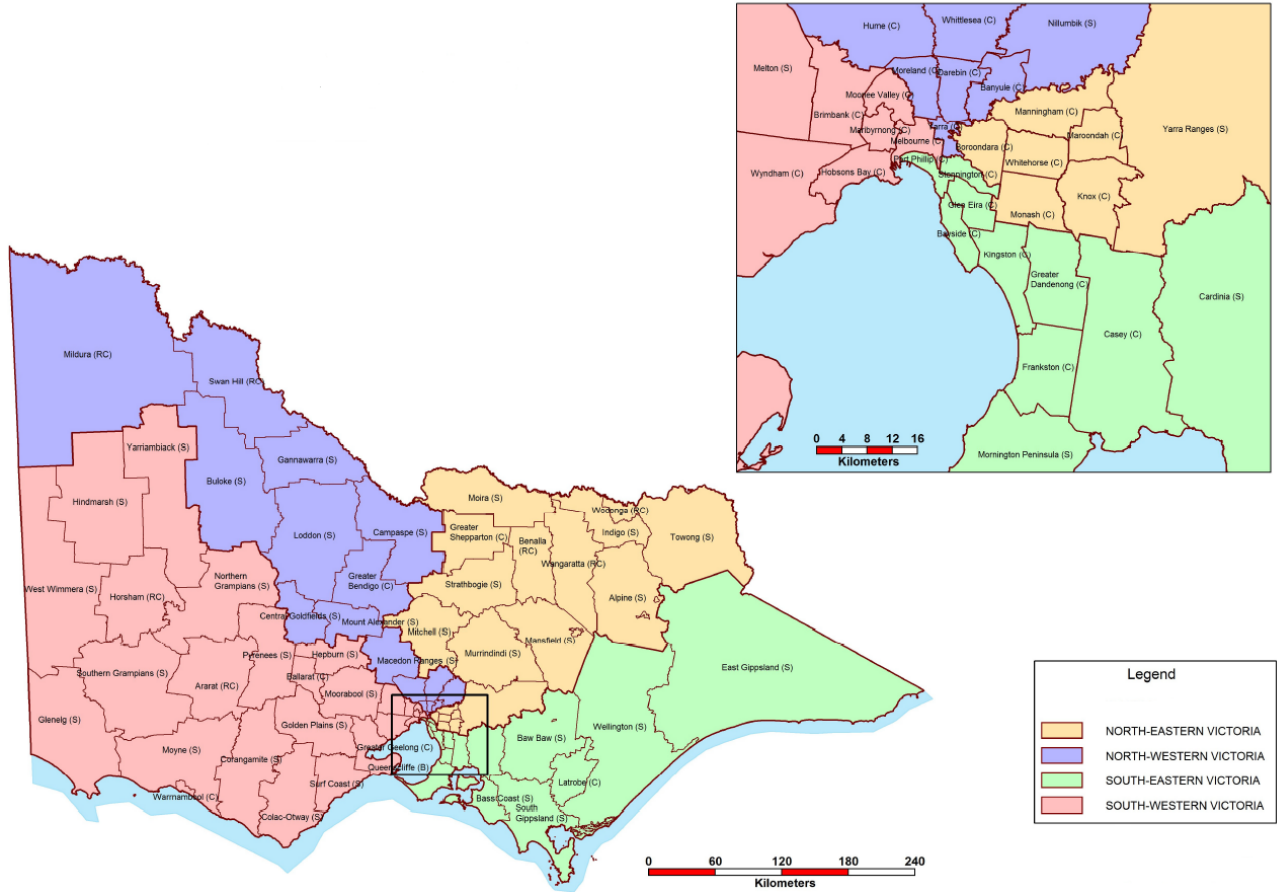|		
• Welfare		
Deliver appropriate communications including to: • Staff • Parents/carers • Allied Health • Co-located services/faculties e.g. School Principal • Other users of site • QARD Area Team • Suppliers • Local Shire/Municipality (as appropriate)		

NOTE: This sample checklist is a guide only and should be used as an aid to develop or supplement your EMP. Please adapt it as appropriate to ensure relevance to your facility and services.
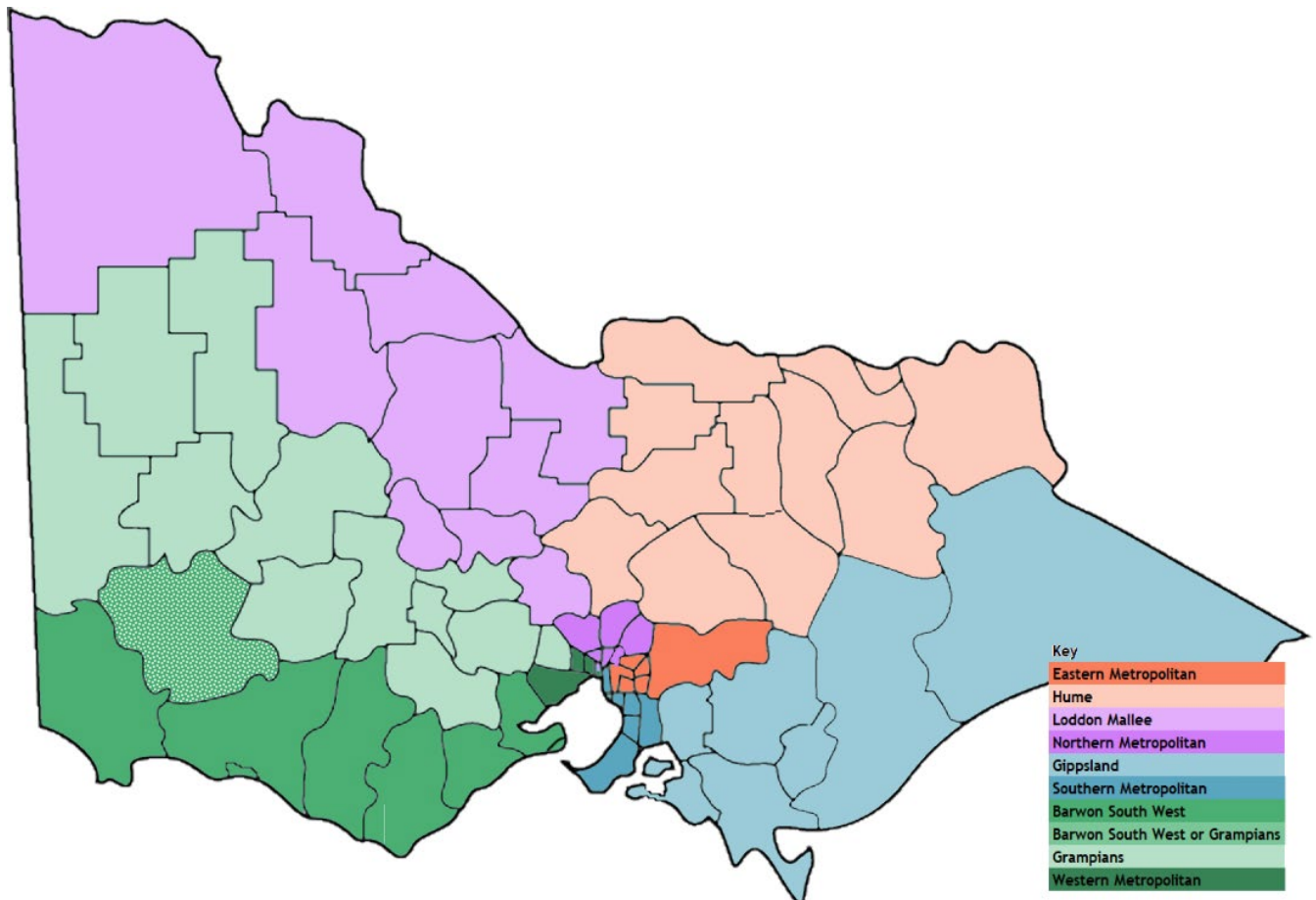
SAMPLE EMERGENCY KIT CHECKLIST

The Emergency Kit Contains:	
Parent/carer contact information (This list is located……)	☐
Children/staff with additional needs including medications (These are located…..)	☐
Attendance list	☐
Educators/staff contact information (The list is located …..)	☐
Authorisations for child pick-up	☐
Traffic/emergency safety vest and tabards	☐
Facility keys	☐
Portable First Aid Kit (contents checked)	☐
A charged mobile phone/chargers/power bank (batteries checked)	☐
Torch with replacement batteries or wind up torch (batteries checked)	☐
Portable Wind up powered radio	☐
Whistle	☐
Copy of facility site plan and EMP including evacuation routes	☐
Bottled water (expiry dates checked)	☐
Portable non-perishable snacks - dried fruits, energy bars (expiry dates checked)	☐
Water bottles (expiry dates checked)	☐
Nappies	☐
Sunscreen and spare sunhats	☐
Plastic garbage bags and ties	☐
Toiletry supplies, Wet disposable cloths, sanitiser	☐
Date Emergency Kit checked:	
Checked by:	
Next check date:	

NOTE: This sample template is a guide only and should be used as an aid to develop or supplement your EMP. Please adapt it as appropriate to ensure relevance to your facility and services.

DEPARTMENT OF EDUCATION AND TRAINING REGIONS

Legend

	NORTH-EASTERN VICTORIA
	NORTH-WESTERN VICTORIA
	SOUTH-EASTERN VICTORIA
	SOUTH-WESTERN VICTORIA

QUALITY ASSESSMENT AND REGULATION DIVISION AREAS

Key
Eastern Metropolitan
Hume
Loddon Mallee
Northern Metropolitan
Gippsland
Southern Metropolitan
Barwon South West
Barwon South West or Grampians
Grampians
Western Metropolitan

QUALITY ASSESSMENT AND REGULATION DIVISION CONTACTS

Click here to see QARD contacts on the DET website

Quality Assessment and Regulation Division

GPO Box 4367
Melbourne, Vic 3001
1300 307 415 | email: licensed.childrens.services@education.vic.gov.au

North-Western Victoria Region	**South-Eastern Victoria Region**
Loddon Mallee Area 7-15 McLaren Street Bendigo Vic 3550 (PO Box 442 Bendigo Vic 3550) (03) 4433 7502 email: lmr.qar@education.vic.gov.au **Northern Metropolitan Area** Level 9, 1 McNab Avenue Footscray Vic 3011 (PO Box 2141, Footscray Vic 3011) (03) 7005 1989 email: nmr.qar@education.vic.gov.au	**Gippsland Area** Corner of Kirk and Haigh Streets Moe Vic 3825 (PO Box 381 Moe Vic 3825) (03) 5194 4101 email: gippsland.qar@education.vic.gov.au **Southern Metropolitan Area** Level 6, 165 - 169 Thomas Street Dandenong Vic 3175 (PO Box 5 Dandenong Vic 3175) (03) 8904 2500 email: smr.qar@education.vic.gov.au
North-Eastern Victoria Region	**South-Western Victoria Region**
Eastern Metropolitan Area Level 4, 295 Springvale Road Glen Waverley Vic 3150 1300 651 940 email: emr.qar@education.vic.gov.au **Hume Area** 150 Bridge Street East Benalla Vic 3671 (PO Box 403 Benalla Vic 3671) (03) 5771 4471 email: hume.qar@education.vic.gov.au	**Barwon South West Area** 75 High Street Belmont VIC 3216 (PO Box 2086 Geelong Vic 3220) (03) 5215 5136 email: bsw.qar@education.vic.gov.au **Western Metropolitan Area** Level 9, 1 McNab Avenue Footscray Vic 3011 (PO Box 2141, Footscray Vic 3011) (03) 7005 1801 email: wmr.qar@education.vic.gov.au **Grampians Area** 109 Armstrong Street North Ballarat Vic 3350 (03) 4334 0589 email: grampians.qar@education.vic.gov.au

Enquiries and support

For more information and assistance about the processes for transitioning services to the new requirements, contact our Enquiries and Support Team at:

- Phone: 1300 307 415
- Email: licensed.childrens.services@education.vic.gov.au

EMERGENCY MANAGEMENT PLAN COMPLETION CHECKLIST

This EMP Completion Checklist has been developed for use as a 'final check' to assist you to confirm that you have completed all the components of your EMP.

Please note that it is your responsibility to identify potential local hazards to your facility, assess the risks these pose and develop measures to reduce or mitigate the risks to your early childhood service community.

Final Check Completed by:
Date:

Component	✓	Action Required
Cover page		
Approved Provider name, service address, EMP issue date, EMP review date, BARR status, fire district have been specified. (see front cover page)	☒	
Distribution list		
Distribution list has been completed	☐	
Contact numbers and communications tree		
Key contact numbers our organisation have been updated.	☐	
Key organisation, service provision and local community contact numbers have been added	☐	
Communications Tree detailing process for contacting emergency services, staff and parents/carers included.	☐	
Incident management team		
An incident management structure has been identified, with appropriate persons assigned and contact details provided	☐	
Responsibilities are clearly defined and back up names included for each position on the IMT	☐	
Core emergency response procedures		
Procedures have been customised and are specific to the service's processes for:		
Evacuation on-site	☐	
Evacuation offsite	☐	
Lockdown	☐	
Lockout	☐	
Shelter-in-place	☐	
Specific emergency response procedures		

Localised emergency response procedures have been developed and customised for specific emergencies in-line with the hazards/threat identified in the risk assessment	☐	
Staff trained in first aid		
Staff trained in first aid list has been updated	☐	
Area map		
The area map includes off-site evacuation assembly locations and paths of travel, emergency services access points, surrounding streets and site exit point/s	☐	
Evacuation diagram		
Complies with Australian Standard 3745—2010 'Planning for emergencies in facilities'	☐	
Parent/carer contact information		
Parent/carer contact information has been obtained and is up to date	☐	
Provisions of the Privacy and Data Protection Act 2014 (Vic) have been adhered to	☐	
Children and staff with additional needs list		
Children and staff with additional needs have been identified and strategies put in place for these persons where they require assistance in the event of an emergency	☐	
Provisions of the Privacy and Data Protection Act 2014 (Vic) have been adhered to	☐	
Site profile		
Profile has been populated and reflects the service's buildings, utilities etc.	☐	
Risk assessment		
Potential local hazards have been identified	☐	
Risks have been rated and risk assessments included	☐	
Local mitigations/controls have been specified	☐	
Emergency		
Drills have been scheduled once per term (quarterly) for different types of emergencies	☐	
Emergency kit checklist		
Emergency Kit Checklist has been developed with the service's requirements	☐	
Business continuity		
Strategies to address potential business continuity incidents have been developed	☐	